

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

118

Date Received

23-AUG-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

868438

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) _____ (located at front of vehicle or driver's side)	Vehicle Make FIRESTONE	Vehicle Model FR630	Vehicle Year 1900	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ Turbo
☐ New ☒ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	☐ Diesel
			☐ Gas
			☐ Fuel Injection

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component Q2740000	Part Name(s) TIRES: TREAD	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No. of Failures	Date(s) of Failure(s) 18-JUN-2000	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s) _____	☐ Yes ☐ No	☐ Yes ☐ No
	Vehicle Speed at Failure(s) _____		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

TIRE TREAD SEPARATION: WHILE DRIVING ABOUT 60 MPH, HALF OF THE TREAD ON THE DRIVER'S SIDE FRONT TIRE PEELED OFF. ENTIRE TREAD PEELED OFF THE LEFT RIGHT TIRE 3 DAYS BEFORE. TIRE SIZE P2257516. TIRES WERE ON A 1994, CHEVROLET CAPRICE. NOT ORIGINAL TIRE EQUIPMENT. TIRE MILEAGE ABOUT 34,000. TIRES WERE TAKEN TO A FIRESTONE DEALERSHIP. BOTH TIRES WERE REPLACED AT OWNER'S EXPENSE.*AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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FOR AGENCY USE ONLY 118

Date Received

03 SEP 25 PM 2:

23-AUG-2000

OFFICE

EFFECTS INVESTIGATION

Od. or

r. It

od. It

up. It

Reference No.

868438

Work Number

Home Number

OWNER INFORMATION (Type or Print)

629660

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an _____ your name and address to the vehicle manufacturer.

☒ YES☐ NO

Signature of Owner

Date 9/12/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) It is located at bottom of windshield on driver's side <u>1G1BL82P2R8166580</u>	Vehicle Make <u>CHEVROLET CAPRICE</u> <u>FIRESTONE</u> <u>STA. Wagon</u>	Vehicle Model <u>1994 3TA</u> <u>ER600 Wagon</u>	Vehicle Year <u>1994</u>	Current Odometer Reading <u>910200</u> <u>67539</u>
Purchase Date <u>6/94</u>	Dealer's Name <u>Beach City Chevrolet</u> City <u>Long Beach</u> State <u>CA</u> Zip Code <u>90808</u>		Engine Size <u>3.0 CID</u> (CID/CO/L <u>3.0</u>) No Cylinders <u>6</u>	☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection
☒ New ☐ Used	Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Ute ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component <u>02740000</u>	Part Name(s) <u>TIRES:TREAD</u>	Location ☒ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☒ Replacement
No of Failures <u>2</u>	Date(s) of Failure(s) <u>18-JUN-2000 / 15-JUN-2000</u> Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☒ No	NHTSA Previously Contacted? ☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured <u>0</u>	Number of Fatalities <u>0</u>	Estimated Property Damage <u>\$ 800.00</u>	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

6/18 TIRE TREAD SEPARATION: WHILE DRIVING ABOUT 60 MPH, HALF OF THE TREAD ON THE DRIVER'S SIDE FRONT TIRE PEELED OFF. ENTIRE TREAD PEELED OFF THE LEFT RIGHT TIRE 3 DAYS BEFORE. TIRE SIZE P2257515. TIRES WERE ON A 1994, CHEVROLET CAPRICE. NOT ORIGINAL TIRE EQUIPMENT. TIRE MILEAGE ABOUT 34,000. TIRES WERE TAKEN TO A FIRESTONE DEALERSHIP. BOTH TIRES WERE REPLACED AT OWNER'S EXPENSE. AK

6/15/2000 INCIDENT. I WAS ON THE I 15 FREEWAY, APPROX. 11:00 A.M. WHEN THE LEFT REAR TIRE ^{EXPLODED} OFF OF MY TIRE. THE CAR LERCHED UP AND THEN STARTED WAIVING BACK AND FORTH FROM ONE LANE TO ANOTHER. I WAS ABLE TO GAIN CONTROL OF THE CAR WITHOUT ANY OTHER CAR BEING INVOLVED BUT ONLY BY THE GRACE OF GOD.

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

DOT	#1HYH#	F6A086	MANUFACTURER/TIRE NAME	SIZE
	#2HYH#	F6A535	BRIDGESTONE/FIRESTONE	225/75R15

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED) 6/18/2000 INCIDENT #9 -

I WAS ON THE I-17 NORTH OF PHOENIX, AZ. WHEN THE TREAD CAME OFF OF THE LEFT FRONT TIRE. I KNEW I HAD AT LEAST ONE MILE OF THESE MODEL TIRES STILL ON MY CAR SO, I WAS DRIVING WITH MUCH MORE CAUTION IN CASE ANOTHER TIRE WENT BAD. THIS INCIDENT WAS NOT AS BAD AS IT PARTIALLY BECAUSE ONLY ABOUT 1/2 OF THE TREAD CAME OFF.

BOTH TIRES WERE ONLY ABOUT 1/2 INTO THE MILEAGE WARRANTED BY BRIDGESTONE/FIRESTONE FOR THIS MODEL & SIZE - FR680-P225-75R15.

★ U.S.G.P.O. 1992-93-007/00006

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

SEPT. 13, 2000

BRIDGESTONE/FIRESTONE
P.O. BOX 140991
NASHVILLE, TENN. 37214-0991
CUSTOMER SERVICE DEPTMNT.

DEAR SIRs;

I RECIEVED YOUR REPLY TO MY NOTICE TO YOU ABOUT THE PROBLEM I HAD WITH SOME FIRESTONE TIRES.

I AM WELL AWARE THAT THE MODEL & PART NUMBER I HAD THE PROBLEM WITH IS NOT ON THE RECALL LIST.

EVEN THOUGH I FEEL THAT THIS PARTICULAR TIRE SHOULD BE ON THE RECALL LIST DUE TO THE DEFECTS IT HAS, I HAVE REPLACED ALL OF THAT MODEL THAT I HAD, AND I AM ASKING FOR THE REPLACEMENT COST OF ONLY THE TWO I HAD THAT I KNOW WERE DEFECTIVE AND THE DAMAGE THE TWO DEFECTIVE TIRES CSUSED TO THE BODY OF MY CAR.

YOUR EXPRESSION OF SYMPATHY IS NOT ACCEPTABLE.

THE TWO TIRES THAT WERE DEFECTIVE ON MY CAR HAD ONLY APPROX. 1/2 OF THEIR WARRENTEED MILEAGE. AT THIS POINT I AM ONLY REQUESTING MY FINANCIAL COST , NOT ANY OTHER COMPENSATION.

I WOULD APPRECIATE IT IF YOU WOULD RECONSIDER MY ORIGINAL COMPLAINT CONCERNING THESE TWO TIRES AND THE DAMAGE TO MY CAR.

SINCERELY



8-9-00

NATIONAL TRANSPORTATION & SAFETY BOARD
490 L'ENTRE PLAZA S.W.
WASHINGTON, D.C. 20594
FIRESTONE TIRE COMMITTEE

Dear Sirs:

I am writing to you in regards to some Firestone tires. They were the model that have been reported in the news media the past few weeks just, the same problem existed.

The model I had on my car was FR 680.

I'm sure two of them had the tread blow off while I was driving. They were designed (according to Firestone) to last for 65,000 miles. The two I had trouble with had approximately 33,000 to 34,000 miles on them. During the time I had them on my car they were serviced and inspected as suggested by Firestone.

Now I kept from having an accident or rolling over I can only

behind "The Good Lord" was with me
within the first two blows - it was on
the left side and I was in heavy
traffic on a freeway. It took a lot of
struggling to get control of the car so,
I couldn't drive over to the side of the
road.

I have written to Firestone in
regards to this problem and have re-
quested a refund on the cost of the re-
placement tires and that they pay for
the auto body damage caused by this
problem.

I am enclosing a copy of the
letter to Firestone from me and copies of
the auto repair estimates.

Please record this problem
because I am sure I was not the
only one with this problem.



8-9-00

BRIDGESTONE/FIRESTONE.

CUSTOMER SERVICE DEPT.

1655 S. MAIN ST.

AKRON, OHIO 44301

Dear Sir:

I am writing to you in regards to some tire of yours that I had a problem with and would like for you to take care of.

The tire model was FR680. Two of them had the tread blow off while I was driving. The first one was on the left rear of my station wagon and I was in heavy traffic. Fortunately, I was able to get my car under control after struggling with it and did not hit any other car. Evidently the cars around me were able to see what happened and stayed clear of me or there would have been a real problem. Three days later the tire on the left front also had the tread blow off. The rear tire - all the tread blow off, the front tire only about

half of the tread blew off. Both incidents caused body damage to my car.

I had to pump two new tires and now need the auto body repaired.

Both tires were barely beyond the first half of their warranted time span. At the time of the installation the speedometer reading was 29,451 miles. At the time of the explosions the speedometer reading was approximately 63,000 miles.

Tires that are supposed to last for 65,000 miles and completely come apart at 34,000 miles under normal wear, regular inspection and servicing must have been defective in the first place.

I want the price of the new tires refunded to me and the damage to the auto body paid for by Firestone.

The cost of the 2 new tires was one hundred forty-two and twenty-seven cents.

I am also enclosing the estimate on
the auto body repair.

I am also, contacting the National
Transportation and Safety Board.

Sincerely,




BRIDGESTONE/FIRESTONE TIRE SALES COMPANY

One Bridgestone Park
P.O. Box 140991
Nashville, Tennessee 37214-0991
Phone: (615) 391-0088
Facsimile No.: (615) 872-2621

8/23/00

Dear Maxine Herzog

Thank you for sending us a letter concerning the tires on your vehicle.

We would like to apologize for any inconvenience that you have encountered because of the recent information published on the Voluntary Recall of the Firestone ATX P235/75R15 and the Wilderness AT P235/75R15 produced in our Decatur, IL plant.

We are pleased to inform you that your particular tires are not involved in our Voluntary Recall.

However, if you still have concerns about our tires, we invite you to visit your local Firestone Store or Authorized Dealer for a free inspection.

Again, we are please to offer this service to you because of your concerns about our product.

To find the Firestone Service Center or Authorized Dealer nearest you, call 1-800-807-9555 or you can check our web site: www.firestone.com.

Once again, we apologize for any inconvenience.

Sincerely,

Bridgestone/Firstone Tire Sales Company

TIRE MAINTENANCE WARRANTY AND SAFETY MANUAL



BRIDGESTONE



Firestone



Dayton



SEIBERLING



LEMANS



Triumph

SUPPLEMENTAL LIMITED

SUPPLEMENTAL LIMITED MILEAGE WARRANTY FOR PASSENGER AND LIGHT TRUCK TIRES INDICATED BELOW

WHO IS COVERED BY THIS SUPPLEMENTAL WARRANTY?

This supplemental limited warranty only covers the original purchaser, and only for so long as the tires covered hereby remain mounted on the vehicle described in the Customer Identification Section (page 16 of this manual).

WHAT IS COVERED AND FOR HOW LONG?

This supplemental limited warranty covers the passenger and light truck tires listed below used in non-commercial service. Tires branded "NO ADJ" are not warranted.

The covered tires are warranted as follows:

BRIDGESTONE:	MILES	MILES
TURANZA T	LIFETIME	POTENZA R822 40 000
TURANZA S	80 000	POTENZA R830 40 000
TURANZA H	50 000	PCTENZA R800 50 000
TURANZA V	40 000	S402 50 000
TURANZA Z	40 000	DUELER H/T 80 000
		DUELER H/P 50 000

"Lifetime Treadwear Limited Warranty"

Turanza T tires adjusted under this warranty will be replaced free of charge including mounting and balancing fees but exclusive of taxes and disposal fees within 3 years from date of purchase. (Proof of Purchase required.)

After the free replacement period (3 years), to determine the replacement price of Turanza T tires, 50% will be multiplied by THE DEALER'S then current selling price plus taxes and disposal fees, but exclusive of mounting and balancing which are free of charge.

FIRESTONE:	MILES	MILES	
AFFINITY	80,000	FIREHAWK TOURING H	60,000
FF800	85,000	FIREHAWK GTA	40,000
FR440	80,000	FIREHAWK FTX	40,000
FR48C	80,000	FIREHAWK SS10	50,000
SUPREME	55,000	FIREHAWK 670	40,000
FF721	55,000	FIREHAWK PAS	60,000
FR410	50,000	WILDERNESS HT	80,000
FR300	45,000	WILDERNESS HT	50,000
FR70	60,000	FR500	50,000

*Except sizes P185/65R14 85S which has no mileage warranty and P195/70R14 90H, which has a 40,000 mile limited treadwear warranty

DAYTON:	MILES		MILES
DAYTONA PREMIUM GT TOURING	80,000	DAYTONA RADIAL S/R	50,000
DAYTONA TOURING RADIAL 70/75	70,000	DAYTONA RADIAL S/R	40,000
DAYTONA TOURING 55 / 60 / 65	55,000	DAYTONA RADIAL HR/4	40,000
QUADRA LITE	60,000	DAYTONA RADIAL HR	40,000
QUADRA SE	55,000	DAYTONA METRIC RADIAL	40,000

SEIBERLING:	MILES	SEIBERLING II	MILES
SEIBERLING I	35,000	FALCON SPORT RADIAL	40,000
FALCON SPORT SR	45,000	SEIBERLING METRIC	40,000
FALCON SPORT HR	40,000		

LEMANS:	MILES	MILES
METRIC	40,000	RADIAL S/R 45,000

TRIUMPH:	MILES	MILES
2000 / II	65,000	1200 / I

Other:

SPECIAL PURCHASE: _____ MILES

If a covered tire wears evenly across the tread down to the tread wear indicators (2/32nds of an inch of tread remaining) during the stated warranted mileage for that tire, as evidenced by the vehicle's odometer, or within 5 years (6 years for Firestone Affinity and Bridgestone Turanzas S) from the date of retail purchase (proof of purchase required), whichever comes first, for any reason other than those described under "What is warranted and for how long?" on page 1 of this manual, it will be replaced with an equivalent new tire.

Customer Invoice
011370
06/15/2000

FIRESTONE TIRE & SERVICE CENTERS
82323 HIGHWAY 111
INDIO, CA. 92201

Service Advisor:
11 JANC
760.347.0787

1994 CHEVROLET CAPRICE CLASSIC

Lic #: 3JSC350 CA Vin #:

In: 06/15/00 2:28PM Mileage: 62,400

Out: 06/15/00 4:53PM Mileage: 62,400

Store # 011169

RETAIL SALE

BAR# AG030338, EPA# CAD981980733

Description	Article Number	T#	Qty	Unit Price	Extended Price	Job Total
CUSTOMER REQUESTED NO INSPECTION						0.00
FIRESTONE TIRE WITH UNI-T, PACKAGE						103.07
FT70C TUWSPS 22575R15	057703	13	1	81.99	81.99	
DISPOSAL FEE/CA RECYCLE FEE	7046655	13	1	0.25	0.25	
WHEEL BALANCE WEIGHT	7018708	13	1	3.99	3.99	
WHEEL BALANCE LABOR	7018716	13	1	5.00	5.00	
ROAD HAZARD WARRANTY	7040215	13	1	9.84	9.84	
DISPOSAL FEE	7075078	13	1	2.00	2.00	
TIRE INSTALLATION	7015016	13	1	N/C	N/C	
MISCELLANEOUS TIRE RELATED ITEMS						-62.99
7099500 USED/NO CREDIT/GENERIC	7099500	13	-1	62.99	-62.99	

Technician: 13 ABEL DIAZ

Payment History:

Cash Tendered 50.00
Total Tendered 50.00
Change Due 7.38

Summary:

Parts 35.08
Labor 5.00
Shop Supplies 0.00
Sub-Total 40.08
Tax 2.54
Total \$42.62

I have received the above goods and/or services. If
this is a credit card purchase, I agree to pay and
comply with my cardholder agreement with the issuer.

Revision History:

06/15/2000 04:11PM 562.619.9174 HERZOG, MAXINE -67.87

Rev
Amt Init

All parts are new unless otherwise specified.

I acknowledge notice and oral approval of
an increase in the original estimated price.

Signature or Initials

S/N DOT# HYHAF62096



HURST FIRESTONE
2740 E. ROUTE 66
FLAGSTAFF, AZ 86004
(520) 526-2000 x

THANK YOU FOR MAKING NAPA AUTOCARE CENTER YOUR AUTOMOTIVE REPAIR AND
MAINTENANCE HEADQUARTERS.

INVOICE 12802
REFERENCING REPAIR ORDER 12895

LIC/ST: 3JSC350 CA
1994 CHEVROLET CAPRICE V8 350CID 5.7L
ODOMETER IN/OUT: 63092/ 63092

VIN NO: 1G1BL02P2RR165580

CUSTOMER ID: 6009
VEHICLE ID: 7034

ORIGINATED: 06/19/00 9:10a
COMPLETED: 06/19/00 9:25a
INVOICED: 06/19/00

CODE	TECH/CERT. NO.	DESCRIPTION	LABOR	PRICE
MB	JM	MOUNT & COMPUTER BALANCE TIRE*		10.50

NOTE: TIRE REPLACED HAD PEELED OFF ALL THE TREAD - FR680 -
P225/75R15 - DOT # HYH#6A535 - WE DO NOT STOCK THAT TIRE & COULD
NOT ADJUST IT - CUSTOMER IS DUE SOME ADJUSTMENT - WE INSTALLED A
F770C WHICH IS WHAT WE STOCK IN THAT SIZE & GAVE THE CUSTOMER A
DISCOUNT OF \$16.72 OFF LIST ONLY BECAUSE IT WAS A FIRESTONE TIRE.
OUR STORE IS AN AFFILIATED DEALER - NOT COMPANY STORE. *****

QTY	LN	PART NO.	MFG.	DESCRIPTION	CONDITION	EACH	PRICE
1	115	057-703		F770C P225/70R15-MB	NEW	76.400	76.40
1	STM	STEM		VALVE STEM	NEW	2.990	2.99
1	TDF	ADDED		TIRE DISPOSAL FEE	NEW	2.000	2.00

TOTAL

LABOR	10.50
PARTS	81.47
SHD SUPPLIES	2.00
SALES TAX: ON 83.47 (5.800 %)	5.68

TOTAL DUE 99.65

PAID
CASH

THIS INS
BOUGHT LATER
AFTER I RETURNED
HOME.



DOT#
EJR3CH249

NAPA

**AUTOCARE
CENTER**

- original -

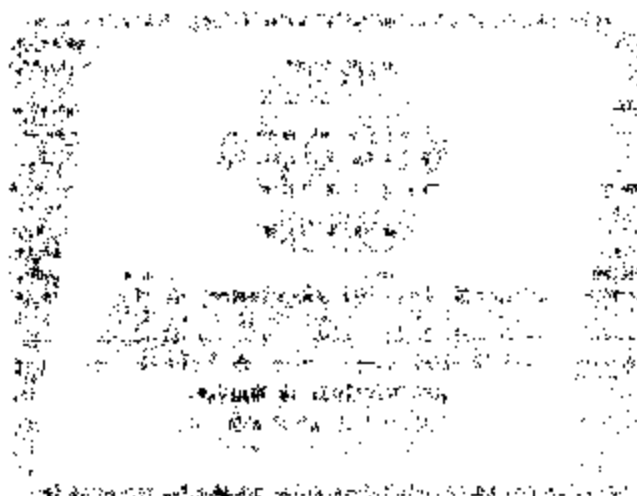
Page 2

HURST FIRESTONE
2740 E. ROUTE 66
FLAGSTAFF, AZ 86004
(520) 525-2000 x

INVOICE 12802
REFERENCING REPAIR ORDER 12895

1994 CHEVROLET CAPRICE V8 350CID 5.7L

LTC/ST: 3JSC350 CP



I HEREBY AUTHORIZE REPAIR WORK TO BE DONE AS DESCRIBED ABOVE. I AGREE TO PAY CASH ON DELIVERY OF THE VEHICLE, AND UNTIL PAID IN FULL YOU SHALL HAVE A LIEN ON THE VEHICLE FOR THE AMOUNT OWING. IN THE EVENT OF DEFAULT BY ME IN PAYMENT, YOU ARE HEREBY SPECIFICALLY AUTHORIZED TO RETAIN POSSESSION OF THE VEHICLE WITHOUT NOTICE AND WITHOUT PROCESS OF LAW, AND SAID POSSESSION SHALL INVEST YOU WITH ALL RIGHTS OF A POSSESSORY LIEN HOLDER UNDER THE LAW. I FURTHER AGREE THAT YOU WILL NOT BE HELD RESPONSIBLE FOR THE VEHICLE OR ARTICLES LEFT IN THE VEHICLE IN CASE OF FIRE, THEFT, ACCIDENTS OR OTHER CAUSES BEYOND YOUR CONTROL. MY VEHICLE MAY BE DRIVEN BY YOUR EMPLOYEES FOR ROAD TEST AT MY RISK. STORAGE WILL BE CHARGED 72 HOURS AFTER NOTICE TO ME THAT REPAIRS HAVE BEEN COMPLETED. IF YOU ARE FORCED TO TAKE ANY ACTION FOR COLLECTION OF ANY BALANCE OWING BY ME TO YOU BY LAWSUIT OR OTHERWISE, I AGREE TO PAY INTEREST ON THE AMOUNT OWING UNTIL PAID, AND COLLECTION COSTS, INCLUDING A REASONABLE ATTORNEY'S FEE. THE PROVISIONS HEREIN SET FORTH SHALL BECOME PART OF ANY INDEPENDENT AGREEMENT FOR PAYMENT MADE BETWEEN US IN CONNECTION WITH WORK AUTHORIZED BY THIS ORDER. IF I CANCEL THE REPAIR ORDER, YOU MAY CHARGE FOR THE COST OF THE TEARDOWN, THE COST OF PARTS AND LABOR TO REPLACE ITEMS THAT WERE DESTROYED BY TEARDOWN, AND THE COST TO REASSEMBLE THE COMPONENT OR THE VEHICLE.

I AUTHORIZE SERVICE TO BE PERFORMED INCLUDING SUBLET WORK. I HAVE READ AND UNDERSTAND THE ABOVE TERMS

SIGNATURE

6/19/00 DATE

Estimate Report

NAME [REDACTED] DATE 8-7-00 WORK PHONE _____ HOME PHONE 521-8737
 ADDRESS _____ CITY _____ STATE _____ ZIP _____
 YEAR 1994 MAKE Chrysler MODEL Cordia I.D. NO. _____
 PAINT CODE _____ PROD. DATE _____ TRIM _____ MILEAGE _____ LICENSE NO. 3552758 DATE OF LOSS _____
 WRITTEN BY _____ INS. CO. _____ FILE NO. _____ CLAIM NO. _____ P.O. NO. _____
 ADJUSTER _____ L.C. NO. _____ PHONE _____ Deductible/Detention _____

LINE NO.	RE-PAIR	RE-PLACE	DETAILS OF REPAIR	PARTS INDEX	PI	PARTS	LABOR	PAINT	SUBLET-MISC.
			R - Repair S - Straighten R/C - Replace Recondition Record	A - Aftermarket N - New U - Used R - Rebuild					
1	✓		Rear Bumper						275 ⁰⁰
2									
3	*		Inspect Rear Springs						
4									
5	✓		Left Front Rubber Weatherstripping						85 ⁰⁰
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									
26	*		THIS ESTIMATE COST OPEN UNTIL						
27			Bumper Removed & UNDER CARRIAGE INSPECTED						
TOTALS									

Printed Name _____ Date _____

Free Estimates **Work Guaranteed 1 Year**

Crook Brothers Body Shop
 "Deal With An Honest Crook"
 8112 Firestone Blvd.
 Downey, CA 90241
 www.crookbrothers.com
 AK207614 Phone (562) 622-9899
 FAX # (562) 622-9857
Mustang Specialist Toll Free (877) 289-Mustang

PARTS Prices subject to invoice

LABOR _____

Paint _____

PAINT _____

Paint Supplies _____

Towing - Storage _____

Supplies - Miscellaneous _____

EPN - Waste Disposal Charge _____

SUB TOTAL _____

TAX _____

360⁰⁰



NATIONWIDE ROAD HAZARD & 24-HOUR FLAT TIRE ASSISTANCE PLAN

1202340

1-800-453-8614

Roadside Assistance
24 Hours
a Day!



*** YOU MUST PRESENT THIS CERTIFICATE TO REQUEST SERVICE OR FILE A CLAIM ***

The road hazard plan is made by the selling Dealer and administered by AMERAAN, INC., P.O. Box 1388, Arvada, CO 80001. This protection plan is extended only to you, the original purchaser, and not to anyone who may purchase your automobile during the term of this plan. This protection plan will be honored by thousands of participating locations nationwide.

WHAT IS ROAD HAZARD: A road hazard occurs when a tire fails due to a puncture, bruise or break incurred during the course of normal driving on a maintained road. Nails, glass, and potholes would be the most common examples.

WHERE YOU CAN OBTAIN SERVICE

1. If you are able, you should return to the original selling Dealer.
2. If you are unable to return to the original Dealer, contact the program administrator by calling 1-800-453-8614 for the nearest participating facility. Prior authorization must be obtained to repair or replace the unserviceable tire or the claim may be declined.

WHAT YOU MUST DO TO OBTAIN SERVICE

1. YOU MUST PRESENT THIS CERTIFICATE AND THE ORIGINAL INVOICE SHOWING THE PURCHASE OF THE ROAD HAZARD PLAN AND THE PURCHASE OF THE TIRES.
2. For a tire replacement, you must surrender the valuation stamp(s) which applies to the tire(s) that has failed. (A photocopy of this certificate will be accepted for a repair.)
3. You are responsible for any charges that are not covered by the adjustment as described below, as well as any mounting, balancing charges and applicable taxes.
4. The damaged tire must be made available for inspection by the Dealer and/or the program administrator.
5. You must sign the replacement or repair invoice.

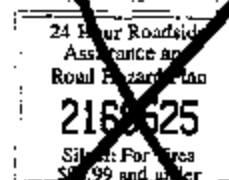
FLAT TIRE CHANGING ASSISTANCE: For 24 months from the date of purchase of this plan, you may receive tire changing assistance anywhere in the United States by calling 1-800-453-8614. Before calling, you must have the original purchase invoice and this certificate in your possession. You must have a usable spare tire, as the service provider can only be authorized to install the spare tire. If you need a tow, you are solely responsible for any charges. This benefit applies only to motorized passenger vehicles and specifically excludes trailers.

FLAT TIRE REPAIR: If your tire is damaged due to a road hazard and can be safely repaired, the tire may be repaired at any participating facility. The repair will be provided to you free of charge, and the road hazard coverage will remain in effect on the covered tire until the tire is worn down to 2/32". You do not need to purchase new road hazard coverage for a tire that has been repaired.

TIRE REPLACEMENT COVERAGE: If a tire covered by the service plan becomes unserviceable because of a road hazard during the usable tread life of the tire, it will be replaced with a comparable new tire. If available, an exact make/model replacement will be installed. If not available, a comparable quality tire will be installed. When the tire failure occurs in the first twenty-five (25%) percent of treadwear, and if in the opinion of the Dealer the tire cannot be safely repaired, the tire will be replaced with coverage up to 100% of the original selling price of the tire. After the first 25% of treadwear, you will be charged for the consumed, useable treadwear on the original tire times the original selling price of the tire. You will be responsible for any taxes, mounting, balancing, or any other miscellaneous fees. When the tread is worn down to 2/32" (to the treadwear indicators) the tire is considered worn out and is not eligible for adjustment. If you desire to replace the road hazard coverage on a tire that has been replaced, you must purchase a new plan for the tire.

EXCLUSIONS AND LIMITATIONS: The following vehicles are not eligible for coverage: Vehicles with a manufacturer's load rating capacity of 1 ton or greater or a GVWR of greater than 8850 lb. Any emergency service vehicle, any vehicle used for hire, towing, construction or postal service. Any vehicle used for farm, ranch or agricultural service. Coverage excludes damage from off-road use (off-road use is defined as driving on anything other than a paved or gravel road maintained by state or local authority). Coverage excludes damage from collision, fire, vandalism, theft, snow chains, manufacturer's defects, abuse and neglect (i.e., improper application, improper inflation, brake lock up, wheel spinning, torque snags, etc.). Also excluded are damages resulting from mechanical failures (i.e., failed shocks, struts, alignment, etc.) or interference with vehicle components (i.e., fenders, exhaust, springs, etc.). Also excluded are any tires that have been regrooved, recapped, regrooved, remolded or tubed. This plan covers only the tires registered to the customer and listed by DOT# on this form and installed on the registered vehicle. If this certificate is lost or stolen, the coverage is null and void. CONSEQUENTIAL AND INCIDENTAL DAMAGES ARE EXCLUDED. Some states do not allow the exclusion or limitation of consequential and incidental damages; therefore, such limitations or exclusions may not apply to you. No expressed guarantee is given other than that stated herein. This service plan gives you specific legal rights; you may have other rights which vary from state to state. You may return this certificate to the selling dealer within 10 business days of purchase for a full refund of the amount paid for the road hazard plan.

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ATE VALIDATION

ORIGINAL PURCHASE OF THESE TIRES.

Road Hazard Registration Card

TIRE DEALER: FILL OUT FORM COMPLETELY, GIVE CUSTOMER ORIGINAL, AND DETACH AND MAIL CARD TO THE PROGRAM ADMINISTRATOR.

Date: 2/28/97 Invoice #: 7670
 Purch: [REDACTED]
 Address: [REDACTED]
 City: [REDACTED]
 Phone: [REDACTED]
 Dealer Name: PRECISION/FIRESTONE
 Address: 7338 ROSE CRANS
 City: PARAMOUNT State: CA Zip Code: 90713
 Sold By: FL Phone #: 562-634-3606

Vehicle Make: CHEV Model: CAPRICE S/W
 Year: 94 Mileage: 29451
 Lic. Plate # 2JSC350 Tire Brand: FIRESTONE
 Tire Type: FR680 Size: 225/75/15
 Tire 1 DOT #: HYHHF6A535 6-18-00
 Tire 2 DOT #: HYHHF6A486 9-21-99
 Tire 3 DOT #: HYHHF6A216 11-2-99
 Tire 4 DOT #: HYHHF6A096 6-15-00
 Original Tread Depth: 12/32

AUG.31, 00

UNITED STATES SENATOR JOHN McCain
241 RUSSELL SENATE OFFICE BLDG.
WASHINGTON, D.C.20510

RE:BRIDGESTONE/FIRESTONE

DEAR SENATOR JOHN McCain,

I AM WRITING TO YOU IN REGARDS TO BRIDGESTONE/FIRESTONE TIRES. I HAD A DIFFERENT MODEL ON MY CAR THAN THE MODELS ON THE RECALL LIST AND TWO OF THEM HAD THE SAME PROBLEM AS THE ONES ON THE RECALL LIST. THAT PROBLEM IS MORE EXTENSIVE THAN IS BEING TOLD TO THE PUBLIC.

I WAS ON THE I/215 FREEWAY 6/15/00 ABOUT 11:00 a.m. WHEN THE LEFT REAR TREAD EXPLODED OFF OF MY TIRE. THE CAR LURCHED UP AND THEN STARTED WEAVING BACK AND FORTH FROM ONE LANE TO ANOTHER. I WAS ABLE TO GAIN CONTROL OF THE CAR WITHOUT ANY OTHER CAR BEING INVOLVED BUT, ONLY BY THE GRACE OF GOD.

THREE DAYS LATER I WAS ON THE I/17 NORTH OF PHOENIX, AZ. WHEN THE LEFT FRONT TREAD CAME OFF. ONLY ABOUT ONE HALF OF THE TREAD CAME OFF OF THIS TIRE.

BOTH TIRES CAUSED BODY DAMAGE TO MY CAR.

I WROTE TO BRIDGESTONE/FIRESTONE WITH INFORMATION AND REQUESTED THAT THEY REFUND TO ME THE COST OF MY REPLACEMENT EXPENSE AND THE COST TO REPAIR THE BODY DAMAGE TO MY CAR.

THE MODEL OF TIRE THAT I HAD ON MY CAR, THAT WENT BAD WAS FR680/P225-75-15. I HAVE NO IDEA AT WHICH PLANT THAT WERE MANUFACTURED AT AND DO NOT CARE. THESE TIRES WERE WARRENTED FOR 65,000 MILES AND THE TWO THAT WENT BAD HAD A MAXIMUM OF 34,000 MILES ON THEM.

I DO KEEP MY CAR SERVICED, INCLUDING THE TIRES, SO IT IS NOT POOR MAINTENCE AS BRIDGESTONE/FIRESTONE HAS BEEN CLAIMING.

I DO NOT FEEL THAT I AM BEING UNREASONABLE IN MY REQUEST FROM BRIDGESTONE/FIRESTONE FOR THEM TO REIMBURSE ME FOR MY COST IN THIS INCIDENT. THEY SHOULD FEEL FORTUNATE THAT THERE WERE NO INJURIES OR DEATHS INVOLVED.

I AM SENDING YOU A COPY OF THE LETTER I SENT TO BRIDGESTONE/FIRESTONE NOTIFYING OF THE PROBLEM, A COPY OF THE REPLACEMENT STATEMENT, BODY SHOP ESTIMATE, THEIR BROCHURE STATING HOW LONG THIS PARTICULAR TIRE WAS WARRENTED FOR. ALSO, A COPY OF THEIR ANSWER TO MY CORRESPONDENCE TO THEM.

ANY ASSISTANCE YOU CAN GIVE TO ME TO MOTIVATE BRIDGESTONE/

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FIRESTONE TO TAKE CARE OF THIS INCIDENT CORRECTLY, I WOULD BE
VERY APPRECIATIVE.

SINCERELY YOURS,

