

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

284

Date Received

08-SEP-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

869714

 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 on driver's side)	Vehicle Make BRIDGESTONE	Vehicle Model BRIDGESTONE	Vehicle Year 1900	Current Odometer Reading
--	------------------------------------	-------------------------------------	-----------------------------	--------------------------

Purchase Date	Dealer's Name _____	Engine Size _____ (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

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 _____ ☐ Sport Vlt ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02700000	Part Name(s) TIRES	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) _____ 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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AFTER MARKET TIRE P205/55R16 DOT#: Y78KPVB096. THE TREAD ON THE RIGHT TIRE SEPARATED RESULTINGG IN A COLLOSION.

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.

 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 284 RECEIVED Date Received 00 OCT -2 AM 11:00 06-SEP-2000 OFFICE DEFECTS INVESTIGATION	
U.S. Department of Transportation National Highway Traffic Safety Administration		Od or ☐ El ☐ od_r ☐ up_ltr ☐ Reference No. 869714	
Signature of Owner [Redacted]		Work Number [Redacted] Home Number [Redacted]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of a signature, NHTSA will not send a copy of the report to the vehicle manufacturer.		☒ YES ☐ NO Date 9/26/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) Tire: 28 DOT Y78K PVB 096 DOT Y78K PVB 096		Vehicle Make BRIDGESTONE Vehicle Model BRIDGESTONE Vehicle Year 1900 Current Odometer Reading Tubeless SBR 125	
Purchase Date [Redacted] ☐ New ☒ Used		Dealer's Name [Redacted] City [Redacted] State [Redacted] Zip Code [Redacted] Engine Size (CID/CC/L) [Redacted] No Cylinders [Redacted] ☐ Turbo ☐ 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 ☐ Sport Utl ☐ Truck ☐ Motorcycle	
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☒ Truck			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02740000 Part Name(s) TIRES:TREAD		Location 28 ☐ Left ☐ Front ☒ Right ☒ Rear	
No of Failures 2 tires (rear)		Date(s) of Failure(s) 8-18-00 Mileage at Failure(s) 1500 miles Vehicle Speed at Failure(s) 60 mph	
Failed Part(s) ☒ Yes ☐ No		NHTSA Previously ☐ 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 1		Number of Fatalities 0	
Estimated Property Damage \$2200		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
AFTER MARKET TIRE P205/55R16 DOT#: Y78KPVB096. TREAD ON THE RIGHT TIRE SEPARATED, RESULTING IN A COLLISION.*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.			

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 Y78KPVB096

MANUFACTURER/TIRE NAME

Bridgestone

SIZE

P205/75R16

* 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)

See attached ① Auto Claim Service Record

② Cause & Origin Specialist
Phillip Brooks' report

★ U.S. G.P.O. 1982-025-987/80285

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

INCIDENT REPORT

024560

Time and Place	Date of Incident 8-18-2000	Time (AM/PM) 11:00	Exact Location Where Incident Occurred I-26 40mi. North of Columbia, SC	
Customer Vehicle	Vehicle Make 1995 Volvo 960	Year 1995	Model 960	Mileage
	[Redacted]		Telephone Number 803-731-0035	
			City Columbia	State SC
			Minor Yes ☐ No ☒	Telephone Number 1-800-380-2920
			City Columbia	State SC
			Minor Yes ☐ No ☐	Telephone Number
Address [Redacted]		City	State	Zip Code
Property Damage to Customer's Car	Damage to Customer Vehicle Front & Rear Bumpers, Floor Pan Rt. Rear 1/4 Panel, RR Door, RR Wheel Well, Tires			Estimated Cost
	Have you submitted this to your insurance company? Yes ☒ No ☐			
	Are you planning to submit this claim to insurance company? Yes ☒ No ☐			
	Has your vehicle been repaired? Yes ☒ No ☐ DEDUCTIBLE AMOUNT \$100.00			
	Customer Insurance Co. (Please include telephone number) State Farm Ins - 803-731-3088			
Property Damage to Other Car (if applicable)	Was another Vehicle involved? Yes ☐ No ☒		Name and Address	
	Damage		Estimated Cost	
	Does Owner of Vehicle Have Insurance? Yes ☐ No ☐	Covering Damages to Car? Yes ☐ No ☐	Covering Damages or Injury to Other Car? Yes ☐ No ☐	
	Other Property Damage			
Injured Person	Was Anyone injured? Yes ☒ No ☐		Name and Address Denise Neighbors - 113 Weyfield Ct/Columbia, SC	
	Sex Male ☐ Female ☒	Age 45	Occupation Claims Adj.	Has Injured Person Retained an Attorney? Yes ☐ No ☒
Injury	Nature of Injury Rt Shoulder Pain			
	Any Disability Involved? No			
Witness	Name		Address	
Tire Data (if available)	Size-Type	Mileage on Tire	DOT Number (10 digit # located on sidewall)	Position Mounted
Description of Incident	Rt. Rr. Tire Shredded; fell apart causing car to go out of driver's control - Crossed into median, but stopped prior to crossing to opposing lane on interstate (continue on back if necessary)			
Signature of Customer	[Redacted]			Date Signed 8/29/00



RBZ0003M
date: 08-22-00

page: 1

route to: Denise Neighbors

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY
AUTO CLAIM SERVICE RECORD - FULL

claim number
40-2421-304
policy number
2274-512-40F

date of loss
08-18-00

car no.

Howard Bell

primary claim rep: Harris, Yolanda
phone: 803-695-4856 primary unit: D5 primary office: COLSOUTH

NAMED INSURED

Named Insured Driver

name: [REDACTED] age: [REDACTED]
street: [REDACTED]
city: [REDACTED] zip/postal: [REDACTED]
phone: home: [REDACTED] work: [REDACTED]
contact: [REDACTED] contact: [REDACTED]
son or tin: occupation: sex:
deceased: minor: named ins child: parent/guardn:
driver license: 4700217

Named Insured

name: NEIGHBORS, RONALD A age:
street: 736 SAINT ANDREWS RD APT 147
city: COLUMBIA state/prov: SC zip/postal: 29210-5137 dob:
phone: home: 803-731-0035 ext: work: 803-695-4789 ext:
contact: contact:
son or tin: occupation: sex:
deceased: minor: named ins child: parent/guardn:
driver license:

INSURED VEHICLE

vehicle	year	make	model	body style
01	1995	VOLVO	960	4DR
vehicle identification number	license number	state/prov	lienholder	total loss
YV1KS961991050827				
prior damage: N		involved in loss: Y		
occupant type:				
principal damage: RIGHT REAR QUATER PANEL AND REAR BUMPER				
driveable: N		drive-in service:	drive-in office:	
vehicle location: DICK DYER TOYOTA				

AUTO

claim number
40-2421-304

FACTS

VEH1 TRAVELING ON HWY I26 EAST; RIGHT REAR TIRE FELL APART AND SHREDDED CAUSING DAMAGE TO THE RIGHT SIDE BODY OF THE CAR.

***** PLEASE BE ADVISED THAT INSURED WORKS FOR STATE FARM; PLEASE CONTACT ASAP.*****

date and time of loss: 08-18-00 10:30 AM	
location of loss: HWY I26	
city: NEWBERRY	state/prov: SC zip/postal:
police report made: N	department reported:
report number:	date/time reported:
insured violation: N	violation type:
claimant violation: N	violation type:
theft recovered:	date recovered:
who recovered:	where recovered:

FILE/SUPPORTING INFORMATION

recording office/code: CLMCENTA 27-400	
claim status/date: OPENED 08-21-00	date reported to agent: 08-21-00
maintain date:	date/time recorded: 08-21-00 10:26 AM
suit status/date:	subrogation status/date:
salvage status/date:	conversion type: New Claim, Post Conversion
reporting agent: BOSTIC JR	st & agent: 40-1380 phone: 803-775-8371
agent of record: BOSTIC JR, CHARLES	agent: 1380 phone: 803-775-8371

OWNING OFFICE

name: Columbia South	region: GA-SC	fax: 803-695-4750
address: P.O.BOX 100900 COLUMBIA SC 292909000		
code: 27-139	referral status/date: OPEN	08-21-00
claim rep: Harris, Yolanda		
phone: 803-695-4856	unit: D5	col:
date/time assigned: 08-21-00 11:00 AM		date/time reviewed: 08-21-00 11:43 AM

SERVICING OFFICE(S)

name: Columbia NW	region: GA-SC	fax: 803-731-3068
address: POST OFFICE BOX 21200 COLUMBIA SC 292211200		
code: 27-147	referral status/date: OPEN	08-21-00
claim rep: Bell, Howard B		
phone: 803-731-3088	unit: D6	col: 390 403 501
date/time assigned: 08-21-00 2:11 PM		date/time reviewed: 08-21-00 4:45 PM

BROOKS REPORTS, INCORPORATED

August 31, 2000



W. PHILLIP BROOKS, C.F.I.

POST OFFICE BOX 21200

COLUMBIA, SOUTH CAROLINA 29221

2020 1961

PHONE 803.766.8654

FAX 803.766.8654

Mr. Howard Bell
State Farm Insurance
Post Office Box 21200
Columbia, South Carolina 29221

Re: Insured: [REDACTED]
Claim #: 40 2421 304
Loss Date: August 18, 2000
Our File: BR00090

Dear Mr. Bell:

On August 25, 2000, you requested that we photographically document the tire failure on a 1995 Volvo 960. You advised that the vehicle was being stored at Dick Dyer Toyota in Columbia, South Carolina.

On August 26, 2000, I found the vehicle in the repair bay at Dick Dyer's Body Shop. The vehicle was being repaired and the two rear tires had been removed. The damaged tire was originally located on the passenger-side, rear. The tire was identified as a Bridgestone Turanza, P205/55R16 89T. The DOT number Y78KPV80961, was visible on the sidewall. Approximately ninety-five per cent of the tread separated from the tire and was not with the vehicle. A tread depth measurement of 8.5/32" was obtained from a section of the remaining tread.

Firestone/Bridgestone did not involve this particular tire in their recent recall. However, the tread separation observed on this tire is typical of the problems associated with the recalled tires.

Fifteen color photographs, with captions are enclosed for your review. Should you require additional work on this file, please telephone.

Sincerely,
BROOKS REPORTS, INC.

Phillip Brooks, C.F.I.

PHOTOGRAPHS

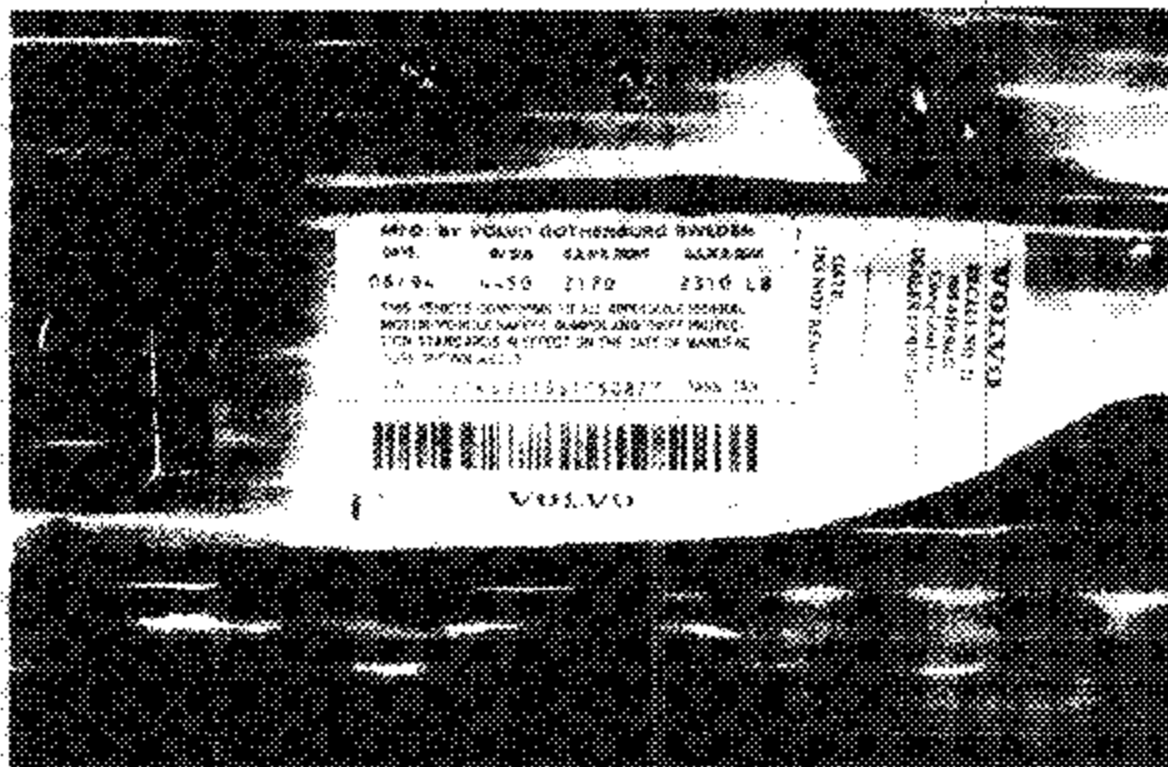


PHOTO 1 GRAYED SIDE - FRONT DOOR - VIN LABEL - VIN: 9450 2190 2310 L8

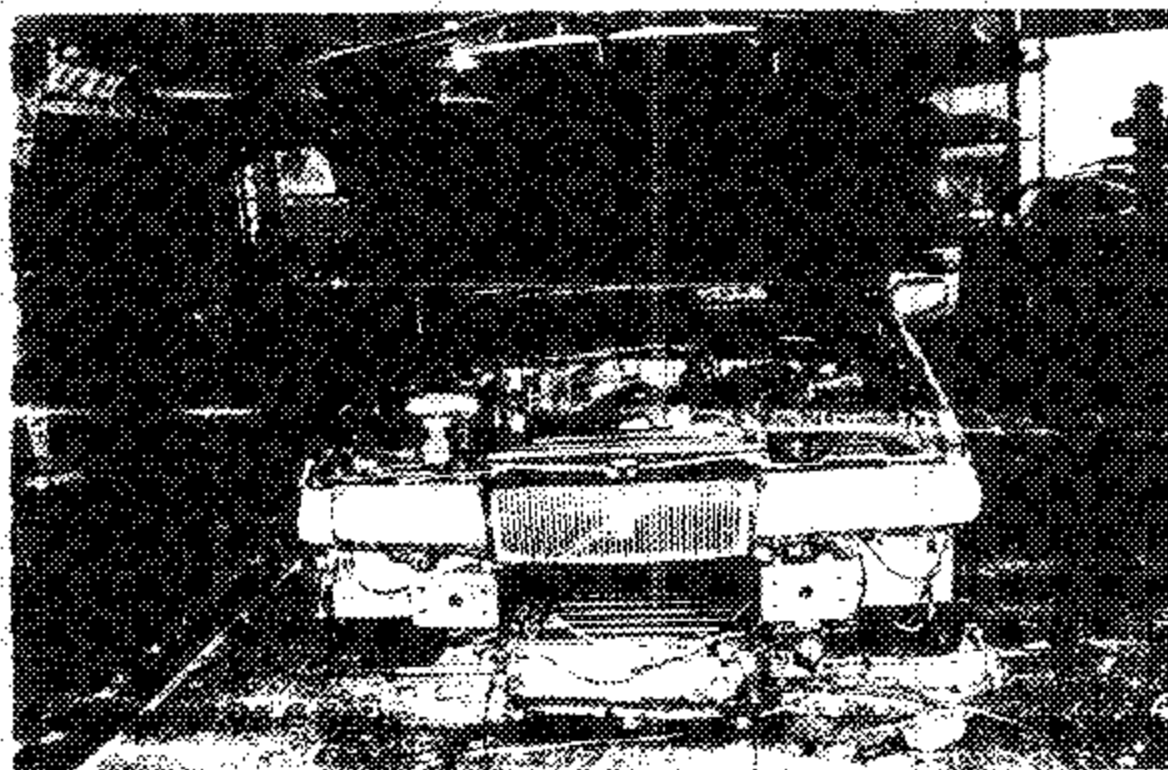


PHOTO 2 FRONT END OF VEHICLE - UNDER REPAIR

PHOTOGRAPHS



PHOTO 3 REAR - PASSENGER SIDE VIEW - VEHICLE UNDER REPAIR. THE SUBJECT TIRE WAS ORIGINALLY ON THE REAR, PASSENGER SIDE



PHOTO 4 REAR - DRIVER SIDE VIEW

PHOTOGRAPHS



PHOTO 2 TWO TIRES REMOVED FROM THE INCURED VEHICLE. THE ARROW IDENTIFIES THE SUBJECT TIRE ORIGINALLY MOUNTED ON THE PASSENGER SIDE, REAR. THE DETACHED TIRE TREAD WAS NOT WITH THE VEHICLE.



PHOTO 1 CAR WITH THE DRIVER SIDE REAR TIRE

PHOTOGRAPHS



PHOTO 7 SUBJECT TIRE CASING SHOWING TREAD DETACHED



PHOTO 8 SUBJECT TIRE SHOWING A PORTION OF THE TREAD STILL ATTACHED TO THE TIRE CASING

PHOTOGRAPHS



PHOTO 9 TIRE IDENTIFICATION TURANCA T P205/55R18 89T GL202 TUBELESS STEEL BELTED RADIAL MFS



PHOTO 10 SUBJECT FIRE IDENTIFICATION MARKINGS

PHOTOGRAPHS



PHOTO 11 SUBJECT TIRE - IDENTIFICATION MARKINGS



PHOTO 12 SUBJECT TIRE - IDENTIFICATION MARKINGS

PHOTOGRAPHS

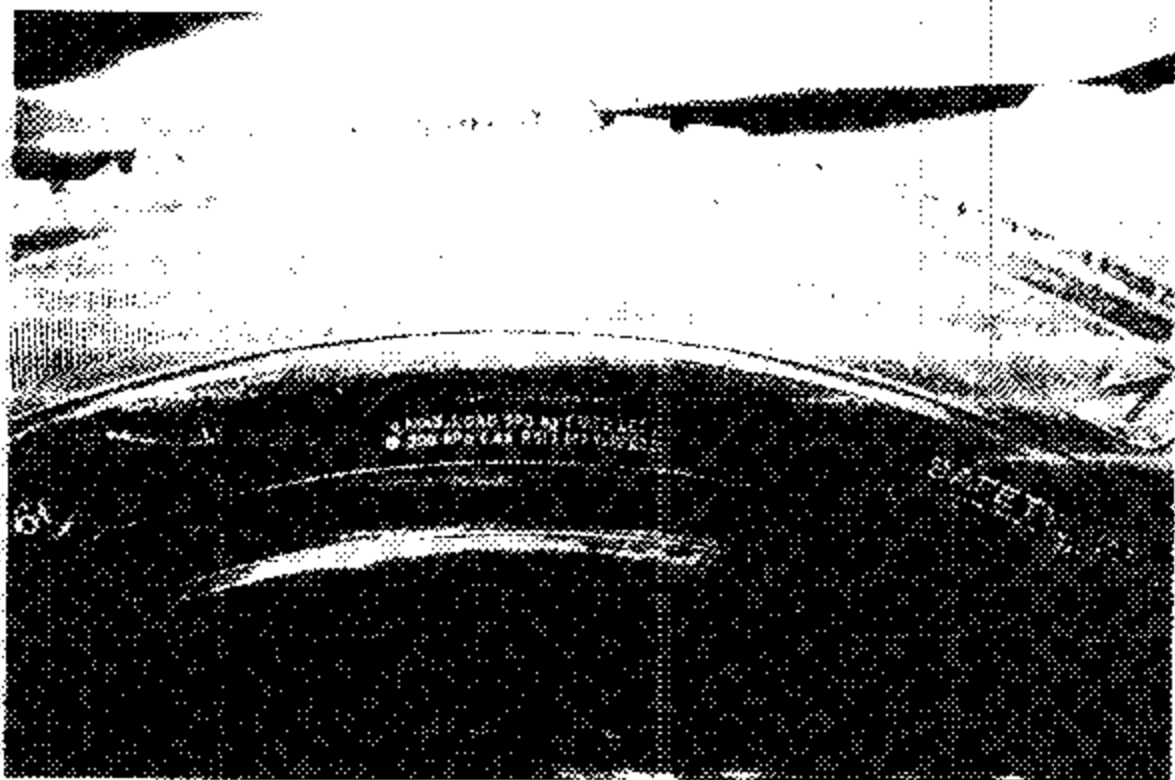


PHOTO 13 SUBJECT TIRE - IDENTIFICATION MARKINGS

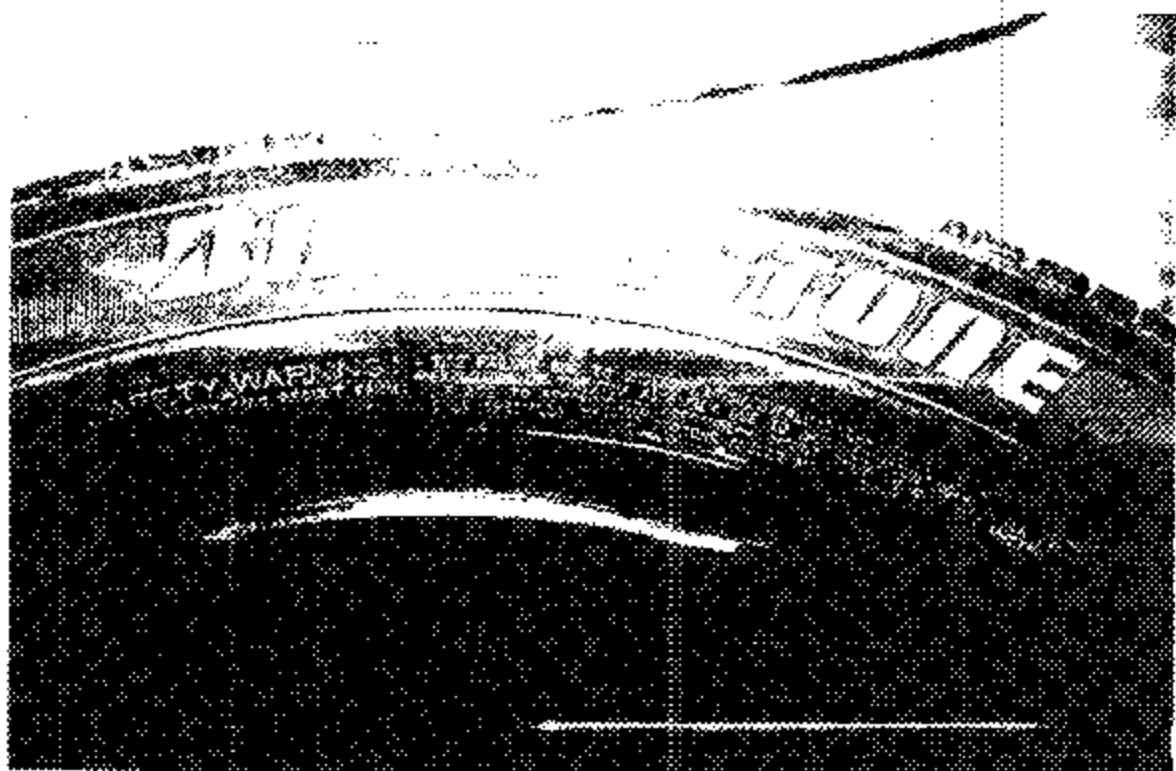


PHOTO 14 SUBJECT TIRE - IDENTIFICATION MARKINGS

PHOTOGRAPHS

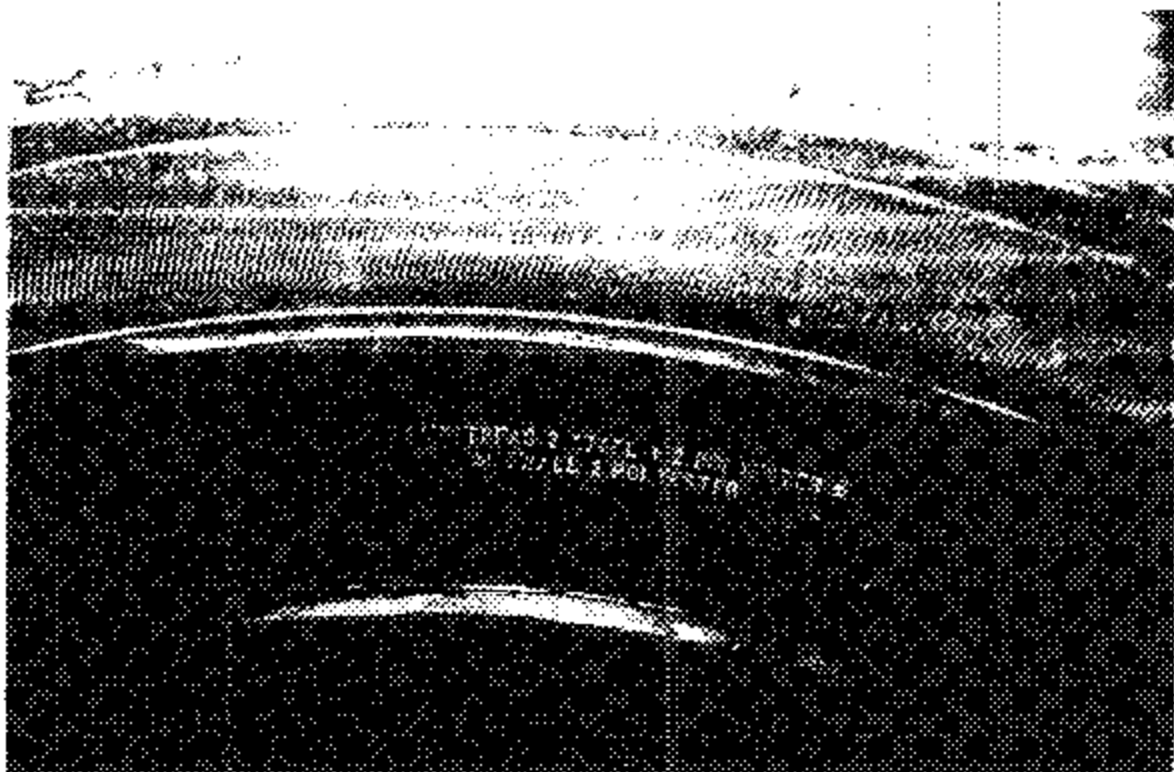


PHOTO 18 SUBJECT TIRE - IDENTIFICATION MARKINGS