U.S. Department of Transportation **National Highway** 

Treffic Salety Administration

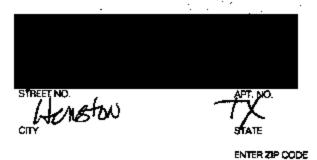
Auto Safety Hotline

# Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393 DC METRO AREA (202) 366-0123 INTERNET: http://www.nhisa.dot.gov

Use a No. 2 pencil or a blue or black ink pen only. CORRECT MARK:

Form Approved: O.M.B. No. 2127-0008 Od+or nt-cit od-rt





provide your name and address to the validia manufacturer.

provide a copy of this report manufacturer of your vehicles	_ O №	sk		214-0 DATE	<del>ن</del>
I FMR417L)	CYLAIGI F	VENCLE MAKE PORD		NUPACTURE DATE	MODEL YEAR
O BMW F Calmiller/Chrysler O G	ord C Hond eneral Motors C Hyun	_ = =			0. <b>⊕9.⊕</b> 0.51.0 •0.40
PURCHASE DATE  9 2000 Used  ENCRES SIZE  ICID/CC/LI  NO. CYLINDERS 7 F	FUEL FUEL EM TYPE	TRANSAMESION ANTECOC TYPE Automatic O'No		ZIP CODE  CHUISE CONTINU  2-Point Bek Motorbelt  No	######################################
DRIVETRAIN	VEHICLE TYPE		DOORS	BODY STYLE	
○ Front	Car Minivan Van Sport Uti	☐ Truck ☐ Or Bity ☐ Motorcycle	ther 1 2-Doc 4-Doc		Stationwagon
COMPONENT  Child Seat  Sectrical Lights & Alerma  Engline & Cooling System  Engline Manual  Fuel System, Exhaust  Heater Defrost Ventilation		<b>ഉദ്ദേ</b> ധമെന്നും ⊞ • • • • • • • • • • • • • • • • • • •	o report defective or falle rand, Tire Name, Tire Biza THE NAME full fem	Onclude all numbe	er and letters).

# UCT 00 O Intenor O Parking Brake O Power Train Service Brekes Steering Structure Suspension Visual Systems 1800

MILEAGE AT INCIDENT VEHICLE SPEED AT MICEDENT omor Further FAILED PARTIES 🖴 Original 🦸 Replacement

EN LIMAND O BF Goodrich Cooper O Firestone C Goodyean Kelly Springfield O Michelin raeber and Contractal Yokohema O Other

## HAMDICAPPED ADAPTIVE

C Yes

# FAILED PART(8) AVAILABLE?

C Yea

#### NHTSA PREVIOUSLY CONTACTED?

🗬 Yes O No

## in detail the incident(s), Fallure(s).

the back of

No Creshies), and FRE injury@ae) on

#### CRASH NUMBER OF PERSONS INJURIED O Yes

⊌© Yes

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### NUMBER OF PATALITIES

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# CAUSE OF INCIDENT

C Excessive Effort

Wear/Comoded/Rust Weak/Poor Fit/Loose
 Cut/Torn Disconnect/Fell Off.

Errstic/Poor Performance

C Short ☐ Locka/Stickus/Grabs Stability/Vibration C Broken

C) Notay

Ci Leake

#### RESULT OF MICIDENT Explosion√Fire C Loss of Control

C Poor Vielblility C Inadvertent Start C Rollover

C) Stella Sudden Arc January 31, 2003

Mr. Urich Wellon President Continental Tire Company 1800 Continental Blvd. Charlotte, NC 28273

VIN: 1FMRU17LXYLA16181

Dear Mr. Wellon,

I am writing you this letter because of problems I have had with a set of your Graeber tires that were recalled and then your Continental "Replacement" tires. I could not get any action from your customer service department on the issues that I will explain below. I also contacted NITSA to report the incidences and they suggested I file a complaint with them and contact you.

I own a 2000 Ford Expedition that I bought new. When I bought the vehicle, they had your Graeber tires on them. You had a recall on those tires last September. I only found out about the recall from a friend. I DID NOT receive a letter from your company about the recall until after my SECOND blowout which was the REPLACEMENT tire. I have enclosed pictures from the second blowout from the replacement tires that were only 4 weeks old.

I was on a waiting list for the replacement tire due to the recall and had my first blowout, which occurred on September 10, 2002. I contacted the dealer, Tomball Ford in Tomball, Texas to find out when the new tires would be in. They told me the tires had in fact arrived, but they had not called me.I had the new Continental replacement tires put on by Tomball Ford on September 11, 2002. On October 13, 2002, my husband was driving the vehicle with my 4-year-old, my 16-month-old, and myself. We were in the left lane going about 75 miles per hour when the NEW 4 week old replacement tire blew to pieces, bent the rim, and my Husband nearly lost control. If it had been raining or if I had been driving that time, we would have all been DEAD!

I took the truck to Tomball Ford the next day and they gave me the same kind of tire and a new rim. I explained to them that I was not confident with these tires and they said that was all they could give me. My husband and I made a decision to buy our own tires, which are the highest rated Michelin tires for SUV's. I asked your customer service department if I could get reimbursement for the tires I purchased in the amount of \$744.39 after my family was in severe danger with the Continental tires. They told me the deadline for reimbursements for the Graeber tires was December 31,2002. First of all, I was not made aware of any reimbursements for the Graeber tires and secondly, I am

asking for reimbursement on the Continental REPLACEMENT tire NOT the Graeber tire.

Please review the enclosed pictures carefully. I feel that the request I am making is fair and reasonable based on the life threatening experiences my family and I have suffered with these tires. I hope you can put yourself in my shoes and put forth a good faith effort in this matter. Also, I would not want anyone else to experience what we have so I am suggesting that the Continental Replacement tires are tested for defects for other consumers.

I look forward to hearing back from you. I can be reached at (cell), or (home). My address is Houston Texas.	(office),
Thank you for your prompt attention to this matter.	
Sincerely,	
Enclosures: Pictures of tire, receipt for Michelin tires	