

Form Approved: O.M.B. No. 2127-0008

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

Auto Safety Hotline

Vehicle Owner's Questionnaire

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

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

CORRECT MARK:

Date Received *8/11/03* Order *at*
Reference No. *10014832* od-r
up-tr

STREET NO.

CITY

APT. NO.

STATE

ENTER ZIP CODE

Do you authorize NHTSA to
provide a copy of this report to the
manufacturer of your vehicle?

☒ Yes
☐ No

In provide your name and address to the vehicle manufacturer.

SIGNATURE

DATE

VEHICLE IDENT. NO. (VIN) (Located at bottom of windshield on driver's side)

VEHICLE MAKE

VEHICLE MODEL

MANUFACTURE DATE

MODEL YEAR

1 FMR417LXYLA16181

FORD

Expedition 2.0 00

2000

VEHICLE MANUFACTURER

☐ BMW ☒ Ford ☐ Honda ☐ Nissan ☐ Subaru ☐ Volvo ☐ Other
☐ Daimler/Chrysler ☐ General Motors ☐ Hyundai ☐ Saab ☐ Toyota ☐ VW

PURCHASE DATE

9/2000

DEALER'S NAME

Gullo Ford

CITY

Conroe

STATE

TX

ZIP CODE

ENGINE SIZE

ICID/CC/L

NO. CYLINDERS

8

FUEL SYSTEM

☒ Turbo
☐ Fuel Injection

FUEL TYPE

☐ Diesel
☒ Gas

TRANSMISSION TYPE

☐ Manual
☒ Automatic

ANTILOCK BRAKES

☒ Yes
☐ No

RESTRAINT SYSTEM

☒ Driver's Airbag ☐ 2-Point Belt
☒ Passenger's Airbag ☐ Motorbelt
☒ 3-Point Belt

CRUISE CONTROL

☒ Yes
☐ No

DRIVETRAIN

☐ Front ☒ 4-Wheel
☐ Rear

VEHICLE TYPE

☐ Car ☐ Minivan ☐ Truck ☐ Other
☐ Van ☒ Sport Utility ☐ Motorcycle

DOORS

☐ 2-Door
☒ 4-Door

BODY STYLE

☒ Hatchback ☐ Sedan
☐ Pick Up Truck ☐ Stationwagon

COMPONENT

☐ Child Seat
☐ Electrical Lights & Alarms
☐ Engine & Cooling System
☐ Equipment
☐ Fuel System, Exhaust
☐ Heater, Defrost, Ventilation
☐ Interior
☐ Parking Brake
☐ Power Train
☐ Service Brakes
☐ Steering
☐ Structure
☐ Suspension
☐ Visual Systems
☒ Other *Tires*

NO. OF FAILURES

2 0 1 2 3 4 5 6 7 8 9
2 0 1 2 3 4 5 6 7 8 9

INCIDENT DATE

Sept 03
Oct 03

MILEAGE AT INCIDENT

~43K

VEHICLE SPEED AT INCIDENT

60 mph First time
75 mph Second time

FAILED PART(S)

☒ Original
☐ Replacement

To report defective or failed tires provide the following: Tire
Brand, Tire Name, Tire Size (include all number and letters).

TIRE NAME

Gracely - first time
Continental - second time

COMPLETE TIRE SIZE

TIRE BRAND

☐ BF Goodrich
☐ Cooper
☐ Firestone
☐ Goodyear
☐ Kelly Springfield
☐ Michelin
☐ Yokohama
☐ Other

Gracely and Continental

HANDICAPPED ADAPTIVE

☐ Yes ☒ No

FAILED PART(S) AVAILABLE?

☐ Yes ☒ No *but pictures are*

NHTSA PREVIOUSLY CONTACTED?

☒ Yes ☐ No

Please describe
in detail the
incident(s),
Failure(s),
Crash(es), and
injury(ies) on
the back of
this form.

CRASH

☐ Yes
☒ No

NUMBER OF PERSONS INJURED

0 1 2 3 4 5 6 7 8 9
0 1 2 3 4 5 6 7 8 9

FIRE

☐ Yes
☒ No

NUMBER OF FATALITIES

0 1 2 3 4 5 6 7 8 9
0 1 2 3 4 5 6 7 8 9

CAUSE OF INCIDENT

☐ Wear/Corroded/Rust
☐ Weak/Poor Fit/Loose
☐ Cut/Torn
☐ Disconnect/Fall Off
☐ Erratic/Poor Performance
☐ Excessive Effort
☐ Noisy
☐ Leaks
☐ Short
☐ Loose/Sticks/Grabs
☐ Stability/Vibration
☐ Broken

RESULT OF INCIDENT

☐ Explosion/Fire
☐ Loss of Control
☐ Poor Visibility
☐ Inadvertent Start
☐ Rollover
☐ Stalls
☐ Sudden Acceleration

January 31, 2003

Mr. Ulrich 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 NHTSA 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 [REDACTED] (office), [REDACTED] (cell), or [REDACTED] (home). My address is [REDACTED] Houston Texas, [REDACTED]

Thank you for your prompt attention to this matter.

Sincerely,

[REDACTED]

Enclosures: Pictures of tire, receipt for Michelin tires