



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received

Repository ☐

2003 DEC 9 - 10:20:00 3: 18

Reference No.
10022641

OWNER INFORMATION (Type or Print)

Name

Address

City

MURRIETA WINCHESTER

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of a signature, do your name or address to the vehicle manufacturer. ☒ YES ☐ NO
Signature of Owner Date 9/17/03

VEHICLE INFORMATION

17 digit vehicle identification number (located at bottom of windshield on driver's side)

1FMRU17L1YLB 69399

Make

FORD

Model

EXPEDITION

Model Year

2002
2000

Date Purchased

9-2000

Dealer's Name and Telephone Number

LAKE ELSINOR FORD

Engine:

No. Cylinders

8

Fuel Type:

GAS

Original Owner

☒

Dealer's City

LAKE ELSINOR

State

CA

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes

☐ Cruise Control

Powertrain

2 WHEEL DRIVE

2500L DRIB WHEELS

Vehicle Component Code

190000 TIRES

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

VARIOUS

Failure Mileage

40000

Failure Speed

65

2 OF ORIGINAL EQUIP TIRES SUFFERED
TIRE TREAD SEPARATION

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

GENERAL

Tire Model (Name or Number)

GRABBER AW

Tire Size (Example P215/65R15)

P275-60-R-17

DOT No. (Example: DOTH19ABC036)

☒ Original Equipment

☐ Prior Repair

Failure Location:

VARIOUS

Tire Component Code

Tire Failure Type TREAD SEPARATION

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

NONE

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

P27560R17 GRABBER AW, THERE WAS A SLIGHT VIBRATION IN THE FRONT END OF THE VEHICLE WHEN TURNING CORNERS. CONSUMER FEELS IT IS A TIRE PROBLEM.

2 OF THE ORIGINAL EQUIPMENT TIRES SUFFERED TREAD SEPARATION AND WERE REPLACED AT MY EXPENSE. THOW 2 1/2 YEARS AFTER ORIGINAL PURCHASE I AM NOTIFIED OF A RECALL FOR THESE ORIGINAL EQUIP TIRES. FIRST WITH A LETTER (COPY ATTACHED) THAT MADE REFERENCE TO REIMBURSEMENT IF ALREADY REPLACED THOW A SECOND LETTER WITH NO REIMBURSEMENT MENTIONED - AFTER 30 MONTHS OR US5 HOW MANY ORIG. EQUIP DO

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

THEY THINK WOULD STILL BE IN US5 - 300MS FISHY TO ME.
NOTE: THE OTHER TIRES WERE NORMAL WARE & REPLACED, WITH THE 5TH TIRE REPLACED UNDER THIS RECALL

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THE 2 TIRES THAT HAD TIRE SEPARATION WERE REPLACED
WITH GENERAL GRABBER RW OF THE SAME SIZE.
UNFORTUNATELY THEY WERE DISPOSED OF AT THE TIME
OF REPLACEMENT.



ATTACH ADDITIONAL SHEETS IF NECESSARY

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 NHTL, HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



ATTACHED 2 LETTERS (4 PAGES)



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT

U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.safercar.gov

Continental TIRE

Consumer Relations

May 26, 2003

1FMRU17L1YLB88399
RE LANE
MURRIETA CA

SEALS
AMERICAN FILLS
2768 MADISON
AVE

LOTION #1

MIKE

Dear Valued Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This is the second attempt to notify you. The first attempt resulted in the notice being returned because of a non-deliverable address for you.

Continental Tire North America, Inc., ("CTNA") has decided that a defect, which relates to motor vehicle safety, exists in P275/60R17 Grabber AW and ContiTrac AW tires manufactured by CTNA between March 1999 and October 2000. Affected tires can be identified as shown below:

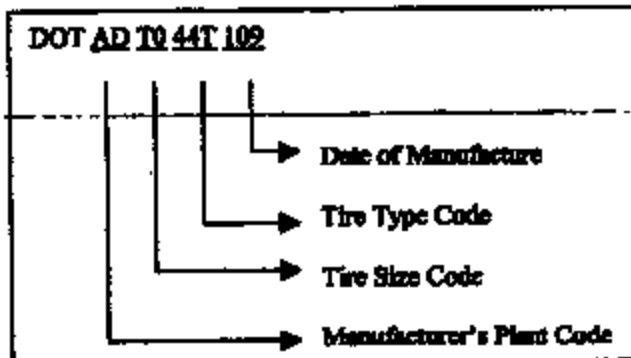
Size: P275/60R17

Tire Name: General Grabber AW or Continental ContiTrac AW

DOT Serial Numbers showing date of manufacture:

General Grabber AW - DOT ADT044T109 through ADT044T4400

Continental ContiTrac AW - DOT ADT044U109 through ADT044U4400



The DOT serial number certifies the tire manufacturer's compliance with the U.S. Department of Transportation tire safety standards. Tires made for use in the United States have the DOT serial number located on one sidewall of the tire and will be located near the rim. Typically tires that come on new vehicles will have the DOT serial number sidewall mounted on the inside. Starting with the year 2000, four numbers are used for the Date of Manufacture, first two numbers identify the week and the last two numbers identify the year of manufacture.

Continental Tire North America, Inc.
1800 Continental Blvd.
Charlotte, NC 28273

Prior to year 2000 three numbers are used for the date of manufacture, first two numbers identify the week and the last number identifies the year of manufacture. To identify tires manufactured in the 80's a decade symbol (a triangle on its side) is located at the end of the DOT serial number.

Example: 109 manufacturing date means the tire was manufactured during the 10th week of 1999 or 4400 manufacturing date means the tire was manufactured during the 44th week of 2000. The tires covered under this recall program were manufactured during and between these time periods. Tires are not covered under this recall program with a manufacturing date of 000 and earlier or 4500 and later.

Your model year 2000 or 2001 two-wheel drive Ford Expedition or Lincoln Navigator may have come equipped with the subject tires. This notice is being sent to inform you of the CTNA tire recall program to replace the subject tires on these vehicles. CTNA and Ford/Lincoln Mercury vehicle dealers will be working together to minimize any inconvenience to you.

Why we are taking this action:

We are initiating this tire recall program because a belt separation may occur that could cause a section of the tread and belt package to detach from the tire casing, which could cause minor vehicle damage or a vehicle crash. Typically, the condition is detected when vehicle owners notice irregular tread wear, vibration or noise.

What will CTNA do for you:

CTNA will replace affected P275/60R17 Grabber AW and ContiTrac AW tires manufactured between March 1999 and October 2000 with approved tire(s) at no charge, including mounting and balance. CTNA will provide detailed instructions to dealers concerning the selection of appropriate replacement tires. Replacement tires are available at authorized Ford/Lincoln Mercury dealers. As noted above, there will be no charge for the replacement tire(s) or for installation, if done before April 1, 2003.

What should you do:

Please make an appointment with the nearest Ford or Lincoln Mercury dealer to have your tires inspected and if necessary replaced. Based on the dealer's inspection, your tires will not be replaced if the tires on your vehicle are not affected by this recall program. If your tires do need replaced under this recall program, the labor time necessary to perform this tire replacement is approximately four hours. In order to reduce the chance that a tread detachment will occur before the tires are replaced under this recall program, and consistent with recommended tire maintenance practices, make sure to keep the tires properly inflated and avoid overloading the vehicle. For your information, the correct tire pressure for your Ford Expedition or Lincoln Navigator is 26 psi for the front tires and 33 psi for the rear tires. If you notice irregular tread wear, vibration or noise immediately contact your nearest Ford or Mercury dealer for further instructions.

You may also call CTNA Consumer Relations at 1-800-847-3349 or visit

www.continentaltire.com or www.generaltire.com on line. If you need assistance locating a Ford or Lincoln Mercury dealer please call the Ford Customer Relationship Center at 1-800-392-3673 or the Lincoln Customer Relationship Center at 1-800-521-4140 or visit www.dealerconnection.com on line.

If you have previously replaced one or more P275/60R17 Grabber AW or ContiTrac AW tires, between August 19, 2001 and October 10, 2002, CTNA will reimburse the cost of the tires, mounting, balancing, and applicable sales tax equal to the purchase price, if replaced with

Continental[®] **TIRE**

Consumer Relations

May 26, 2003

1FMRU17L1YLB66366

MURRIETA CA

LETTER #2

Dear Valued Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This is the second attempt to notify you. The first attempt resulted in the notice being returned because of a non-deliverable address for you.

Continental Tire North America, Inc., ("CTNA") has decided that a defect, which relates to motor vehicle safety, exists in P275/60R17 Grabber AW and ContiTrac AW tires manufactured by CTNA between March 1999 and October 2000. Affected tires can be identified as shown below:

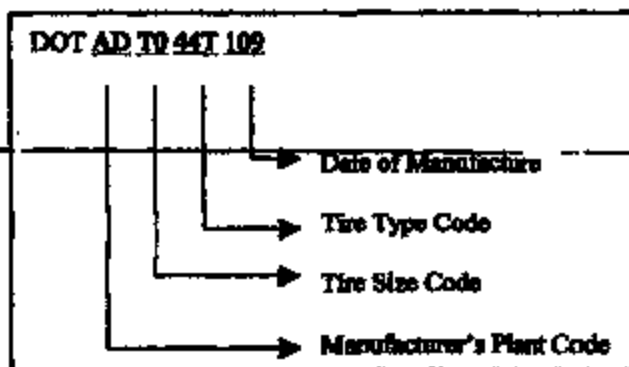
Size: P275/60R17

Tire Name: General Grabber AW or Continental ContiTrac AW

DOT Serial Numbers showing date of manufacture:

General Grabber AW - DOT ADT044T109 through ADT044T4400

Continental ContiTrac AW - DOT ADT044U109 through ADT044U4400



The DOT serial number certifies the tire manufacturer's compliance with the U.S. Department of Transportation tire safety standards. Tires made for use in the United States have the DOT serial number located on one sidewall of the tire and will be located near the rim. Typically tires that come on new vehicles will have the DOT serial number sidewall mounted on the inside. Starting with the year 2000, four numbers are used for the Date of Manufacture, first two numbers identify the week and the last two numbers identify the year of manufacture.

Prior to year 2000 three numbers are used for the date of manufacture, first two numbers identify the week and the last number identifies the year of manufacture. To identify tires manufactured in the 90's a decade symbol (a triangle on its side) is located at the end of the DOT serial number.

Example: 109 manufacturing date means the tire was manufactured during the 10th week of 1999 or 4400 manufacturing date means the tire was manufactured during the 44th week of 2000. The tires covered under this recall program were manufactured during and between these time periods. Tires are not covered under this recall program with a manufacturing date of 099 and earlier or 4500 and later.

Your model year 2000 or 2001 two-wheel drive Ford Expedition or Lincoln Navigator may have come equipped with the subject tires. This notice is being sent to inform you of the CTNA tire recall program to replace the subject tires on these vehicles.

Why we are taking this action:

We are initiating this tire recall program because a belt separation may occur that could cause a section of the tread and belt package to detach from the tire casing, which could cause minor vehicle damage or a vehicle crash. Typically, the condition is detected when vehicle owners notice irregular tread wear, vibration or noise.

What will CTNA do for you:

CTNA will replace affected P275/60R17 Grabber AW and ContiTrac AW tires manufactured between March 1999 and October 2000 with the same approved tires at no charge, including mounting and balance, if done before October 1, 2003. After October 1, 2003 you will be required to pay a pro-rated amount, based on the percentage of useable tread worn, for a replacement tire plus mounting and balance, applicable taxes and all other services.

What should you do:

Please call CTNA Consumer Relations at 1-800-685-7651 to make an appointment with the nearest CTNA or Ford or Lincoln Mercury dealer or to have your tires inspected and if necessary replaced. Based on the dealer's inspection, your tires will not be replaced if the tires on your vehicle are not affected by this recall program. If your tires do need replaced under this recall program, the labor time necessary to perform this tire replacement is approximately four hours. In order to reduce the chance that a tread detachment will occur before the tires are replaced under this recall program, and consistent with recommended tire maintenance practices, make sure to keep the tires properly inflated and avoid overloading the vehicle. For your information, the correct tire pressure for your Ford Expedition or Lincoln Navigator is 28 psi for the front tires and 33 psi for the rear tires. If you notice irregular tread wear, vibration or noise, immediately contact CTNA Consumer Relations to make an appointment.

In the event you believe this remedy is inadequate, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call the toll free Auto Safety Hotline at 1-888-327-4236 (Washington, DC residents may call 202-366-0123.) We apologize for any inconvenience that this action may cause you. Our goal is to replace your tires if necessary with the least amount of inconvenience to you. Thank you in advance for your cooperation.

Sincerely,

Continental Tire North America, Inc.
1800 Continental Blvd.
Charlotte, NC 28273