



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 Z31

Date Received

2003 AUG -7 PM 10:18
14-JUL-2003

Repository

Reference No.
10027228

OWNER INFORMATION (Type or Print)

Name

Address

City HENDERSONVILLE

State NC

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of a signature, your name or address to the vehicle manufacturer. YES NO
Signature of Owner _____ Date 07.30.03

VEHICLE INFORMATION

Make

JEEP

Model

GRAND CHEROKEE

Model Year

1999

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

190000 TIRES

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

GOODYEAR

Tire Model (Name or Number)

GOODYEAR

Tire Size (Example P215/65R15)

P22575R16

DOT No. (Example: DOTM15ABC036)

Original Equipment

Prior Repair

Failure Location: PASSENGER SIDE REAR

Tire Component Code

191000 TIRES:TREAD/BELT

Tire Failure Type: BLOWOUT

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), condition, and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

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).

CONSUMER STATES WHILE TRAVELING LEFT REAR TIRE BLEW OUT AT 30 MPH WITHOUT ANY INDICATION. *AK

THREE (3) NEW Goodyear TIRES HAD "SIDEWALL TREAD SEPARATIONS" WITHIN A PERIOD OF LESS THAN TWO (2) MONTHS. ONE TIRE RESULTING IN A "BLOW OUT." THE TIRES HAD APPROX. 12,000 - 13,000 MILES AND WERE ONLY A YEAR OLD. PLEASE, TAKE A MOMENT TO READ THE ENCLOSED REPORT ALONG WITH INVOICES. THANK YOU SO MUCH.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

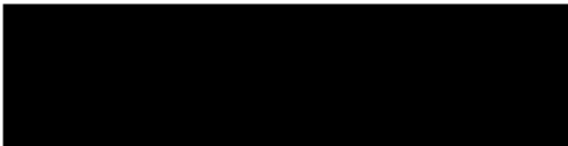
The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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.

- In 1999 I purchased a new Jeep Grand Cherokee which came equipped with Goodyear Wrangler ST tires, size P225 / 75R16.
- May 10, 2002 -----approximate mileage 34,294
 *Purchased 3 new Goodyear ST Wrangler tires, size P225 / 75R16.
 I had a brand new Goodyear ST as a "spare" which I used as my 4th tire giving me 4 new tires on my vehicle.
- May 12, 2003 -----approximate mileage 45,722
 *Left rear tire BLOWS OUT.
 "Sidewall tread separation" on inside of tire.
 Goodyear deemed it road hazard and would not replace the tire.
 It was NOT road hazard as I did not hit or run over anything. Thankfully, I was only traveling approx. 35 mph and was able to quickly pull off the road.
- May 14, 2003
 *Right rear tire has a big "knot" on the sidewall.
 Dealer said it was indeed a "sidewall tread separation" and Goodyear would have to replace the tire, which they did.
- July 7, 2003 -----approximate mileage 47,146
 *Right front tire has a "knot" on the sidewall.
 Being very paranoid, I take the car to two tire dealers to ask their opinion.
 Both dealers agreed it was a "sidewall tread separation". Once again, Goodyear would have to replace the tire, which they did.
- July 7, 2003 ----- 1:15 PM
 *Contacted Goodyear Customer Relations
 Goodyear Representative, Barbara, said they were not aware of any problems with their tires. She did not appear to be at all concerned that "three out of three" tires had "sidewall-tread separations" within a period of less than two months.
- July 14, 2003
 *Contacted National Highway Traffic Safety Administration

- Both Goodyear dealers who checked my tires were very confident that, had I been traveling at a high rate of speed when my left rear tire blew out that my "SUV" would have "rolled". Had the two tires with the "tread separations" not been caught in time they would also have blown out.
- I ask you, when "three out of three" tires have "sidewall tread separations" in a period of less than two months with approximately 12,000 - 13,000 miles on the tires, is this not a call for concern?
- I also ask you, with so many accidents and deaths resulting from "SUV" rollovers could the tires not be a part of the problem? We certainly all remember Firestone and Ford. It does not matter how many seat belts we fasten or how many child safety seats we use if our tires are unsafe.

I thank you for your time and assistance regarding this matter.

Sincerely,





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FOR AGENCY USE ONLY 231

Date Received: 14-JUL-2003
Repository:
Reference No.: 10027229

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: HENDERSONVILLE State: NC Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of a signature or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 07/30/03

VEHICLE INFORMATION

Make: JEEP Model: GRAND CHEROKEE Model Year: 1999
Date Purchased: [Redacted] Dealer's Name and Telephone Number: [Redacted] Engine: [Redacted] Fuel Type: [Redacted]
Original Owner: Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted]
Transmission Type: [Redacted] Antilock Brakes: Powertrain: [Redacted] Vehicle Component Code: 192000 TIRES:SIDEWALL
Cruise Control: Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): [Redacted] Failure Mileage: [Redacted] Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: GOODYEAR Tire Model (Name or Number): GOODYEAR Tire Size (Example P215/65R15): P225/75R16
DOT No. (Example: DOTM1A9ABC036) Original Equipment Prior Repair: Failure Location: left rear tire, Right front tire, Right Rear TIRE
Tire Component Code: 192000 TIRES:SIDEWALL Tire Failure Type: SIDEWALL TREAD SEPARATIONS + BLOWOUT

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: [Redacted] Number of Deaths: [Redacted] 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).

CONSUMER STATES WHILE LOOKING TIRES OVER NOTICED A BUBBLE ON RIGHT FRONT SIDEWALL OF TIRE. DEALER REPLACED TIRE. *AK
3 NEW Goodyear TIRES HAD "SIDEWALL TREAD SEPARATIONS"
WITHIN A PERIOD OF LESS THAN 2 MONTHS - ONE RESULTING
IN A BLOW OUT. THE TIRES HAD APPROX 12,000 - 13,000 MILES.
THE TIRES WERE ONLY ONE (1) YEAR OLD.
PLEASE TAKE A MINUTE TO READ THE ENCLOSED REPORT,
ALONG WITH INVOICES. THANK YOU!

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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Sincerely,



**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**