



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 231

Date Received

2003 SEP 15 PM 2:19  
12-AUG-2003

Repository ☐

Reference No.  
10033697

**OWNER INFORMATION (Type or Print)**

Name

Address

City

DESTIN

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 1 / 1

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

NO PROBLEM WITH VEHICLE

Make

FORD

Model

AEROSTAR  
ELSO VAN

Model Year

1996

Date Purchased

Dealer's Name and Telephone Number

Engine

No. Cylinders

Fuel Type:

Reg.  
Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

191000 TIRES:TREAD/BELT

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

10/02

Failure Mileage

30000

Failure Speed

40 mph

PULLED HARD TO ONE SIDE  
VIBRATED BADLY

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

TOYO

Tire Model (Name or Number)

800 ULTRA

Tire Size (Example P215/65R15)

P235/75R15

DOT No. (Example: D0THAL5ABC036)

CLANSEM297

☐ Original Equipment

☐ Aftermarket

Failure Location:

RIGHT FRONT

Tire Component Code

191000 TIRES:TREAD/BELT

The 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, failure(s), crash(es), 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 RIGHT FRONT TIRE TREAD SEPARATED WHILE TRAVELING AT 30000 MILES. \*AK

(FOUR) THESE TIRES BOUGHT NEW (DID NOT COME WITH VAN)  
THEY HAVE 100 000 MILE GUARANTEE  
THIS TIRE FAILED @ 30 000 MILES (1ST TIRE TO FAIL)  
MANUFACTURER WOULD NOT REPLACE

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 an administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

TIRE FAILED UNDER NORMAL LOW SPEED  
DRIVING - TREAD SEPARATED -  
MANUFACTURER WOULD NOT HONOR  
WARRANTY. ALL 4 TOYO TIRES  
HAD BEEN ROTATED EVERY 5000 MILES  
INFLATION WAS CORRECT?



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 72173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. 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



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON

**DASH2DOT**

and dial toll free at

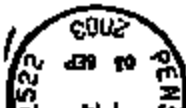
**1-888-DASH-2-DOT**

**1-888-327-4236**

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(DASH) 2 DOT



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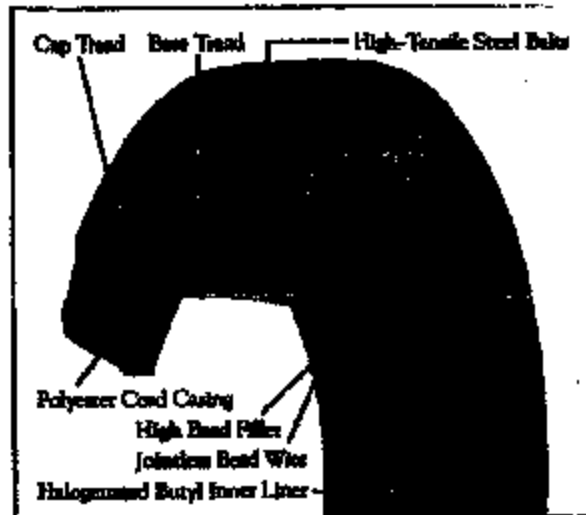
# Uncompromised Quality.

Introducing the Toyo 800 ULTRA!

Until now, the optimum balance of exceptionally long mileage, plush comfort, significant resistance to aquaplaning, highly desirable attributes in a premium radial, has virtually eluded engineers. Therefore it is with great pride that we introduce the Toyo 800 ULTRA to you, the discerning tire buyer.

From its inception as an ideal in an inventor's mind, through advanced simulation and modeling using our exclusive DC II tire development technology, the ULTRA has been created to offer just the right blend of capabilities.

Quality on the inside. Hidden inside the Toyo 800 ULTRA are dozens of quality features. Like high-tensile steel belts for ride comfort and high-speed durability. High-modulus polyester cord casing and high bead filler for precise handling. Jointless bead wire for uniformity and low noise. High-content halogenated butyl inner liner to minimize air penetration. A new bead contour for a better tire-to-wheel fit. Special all-season tread compound for superior wet performance. Based for cool running and durability. And a cap tread for long wear.



## Quality You Can See

The computer-designed, all-season tread pattern of the Toyo 800 ULTRA brings high-tech to the contact patch where the tire meets the road. Wide lateral grooves from the center to the shoulder area are designed for effective water drainage. Significant resistance to aquaplaning and driving stability are achieved by the straight circumferential grooves. Long lateral sipes mean real traction on wet and snowy roads. An advanced arrangement of variable tread elements contributes to a very quiet ride. Add up all of these design elements for improved handling, stability and driving comfort.

**Quality Deserving of its Rating**  
The Toyo 800 ULTRA is designated with a 700 UTQG rating for treadwear. That's the highest rating of any passenger car radial ever. Even higher than so-called lifetime warranty tires you may have heard about (see the "Dare To Compare" chart below). Also impressive is the 800 ULTRA's UTQG rating of A for traction and B for temperature. And as a premium touring tire, it's T-rated for performance. Your Toyo dealer can tell you more about UTQG and speed ratings.

## Quality Backed in Writing

Once you've selected the Toyo 800 ULTRA, we back your choice with an unparalleled warranty for value, total confidence and customer satisfaction. The Toyo 800 ULTRA carries the first 100,000-mile limited treadwear warranty ever offered by a manufacturer. Plus no-charge replacement for workmanship and materials up to 50% of treadlife and within 72 months from the date the tire was manufactured. But that's not all. We believe the 800 ULTRA is so terrific we've created an unbelievable trial period of 100 days or 3,000 miles. Your tire expert, your Toyo dealer, has all the details.

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| Dare To Compare (UTQG Treadwear Ratings) |     |
|------------------------------------------|-----|
| Michelin X-One                           | 620 |
| Dunlop D65 Touring Elite                 | 540 |
| Goodyear Infiniti                        | 520 |
| Pirelli P4000 Aquasile                   | 520 |
| Bridgestone Turanza T                    | 500 |

Source: 1997 UTQG Booklet, The Goodyear Tire & Rubber Company

**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).**