



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 1387

Date Received

Repository ☐

2003 OCT 27 PM 1:20

Reference No.
10040231

OWNER INFORMATION (Type or Print)

Name

Address

City

SACRAMENTO

State

CA

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

VEHICLE INFORMATION

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

10CGC2BR5WE148166

Make

CHEVROLET

Model

2500 HD

Model Year

1999

Date Purchased

Dec. 1997

Dealer's Name and Telephone Number

Performance Chevrolet - 916-335-7300

Engine:

No. Cylinders

8

Fuel Type:

unleaded

Original Owner

Dealer's City

Sacramento

State

CA

Zip Code

95844

Transmission Type

Auto

☒ Anti-lock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

190000 TIRES

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

9/20/03

Failure Mileage

28000

Failure Speed

30-35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

GENERAL

Tire Model (Name or Number)

AMERI 550 A3

Tire Size (Example P215/65R15)

PLEASE FILL IN LT245/75R16

DOT No. (Example: DOTM19ABC036)

PLEASE FILL IN 8311 293 327

☒ Original Equipment

☐ Prior Repair

Failure Location:

Emery Rd., Sacramento, CA

Tire Component Code

191000 TIRES/TREADBELT

Tire Failure Type

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, including location, date, and time.

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

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).

THE REAR DRIVER SIDE TIRE EXPERIENCED TREAD SEPARATION WHILE DRIVING AT 35 MPH. THE CAUSE OF THE FAILURE WAS UNDETERMINED. *AK

① On the way home from store, traveling about 30-35 miles per hour, the tread of the tire separated

② Damaged left side of Trench

③ Replaced all 5 (five) TIRES, Filed Claim (#3266019)

SAVED TIRE TO CONTINENTAL TIRE ALONG AMERICA OR ADVISED BY COMPANY.

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

The Privacy Act of 1974 (Public Law 93-578) 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.



Reference # 10040231

TI

Service Center

September 23, 2003

[REDACTED]
Sacramento, CA
Claim: 3288019

Dear [REDACTED]

Thank you for bringing this incident to our attention. Continental Tire North America, Inc. fully investigates every claim.

In order to process your claim please complete and return, via US Mail, the enclosed Claim Information Report along with a copy of your insurance coverage showing your deductible, a copy of the estimate for vehicle damage prepared for your insurance company, photographs of the vehicle damage, a copy of the police report if one was completed, and copies of all medical records and billing if applicable. The Claim Information Report must be completely filled out. We cannot begin the review process without this vital information.

Enclosed please find a prepaid shipping tag for your use in forwarding the subject tire to our Charlotte facility for examination. The label is to be placed on the tread area of the tire. Please tape over the label with clear tape to ensure it does not come off the tire. Shipping instructions are included on the back of the label. It is not necessary to put the tire in a box; however, you may need to tape around the tire with clear tape to secure the tire.

Our examination of the subject tire and request for subsequent documents should not be construed as our admission of liability. Please keep in mind that any tire, no matter how well constructed, may fail in use as a result of punctures, cuts, impact damage, improper inflation, or other conditions from use or misuse which we are not responsible.

If we have not received your tire, and the documents listed in paragraph two within three months from the date of this letter, your claim will be considered closed, and no consideration for reimbursement will be made.

Once we have received the subject tire, and the documents listed in paragraph two, please allow thirty business days to process your claim. We will notify you of our findings by mail. If you have any questions please contact us at 800-288-6138.

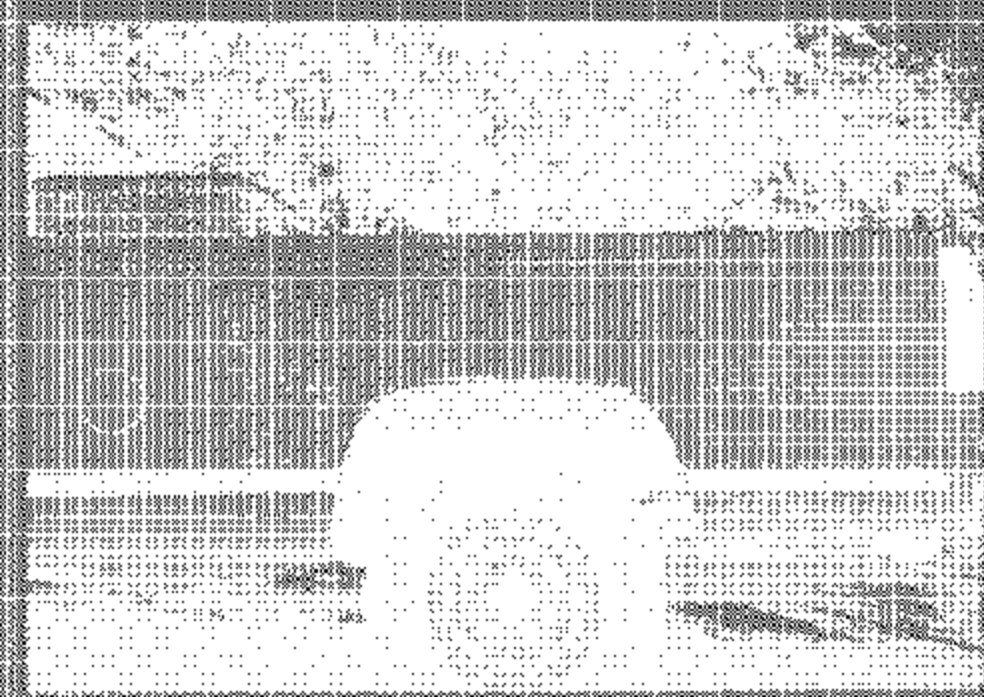
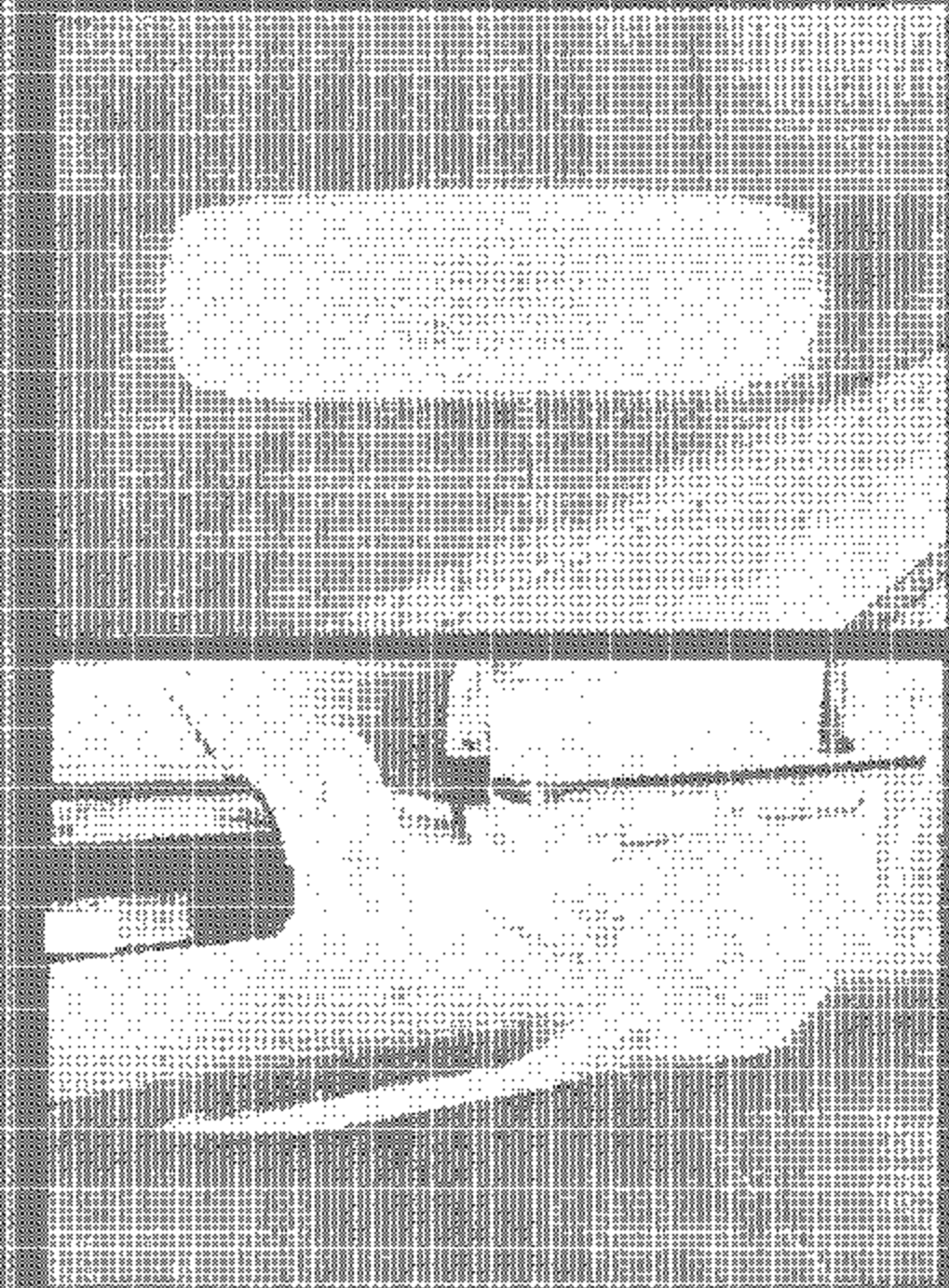
Sincerely,
Warranty Claim Department
Continental Tire North America, Inc.
ServiceCenter@conti-na.com

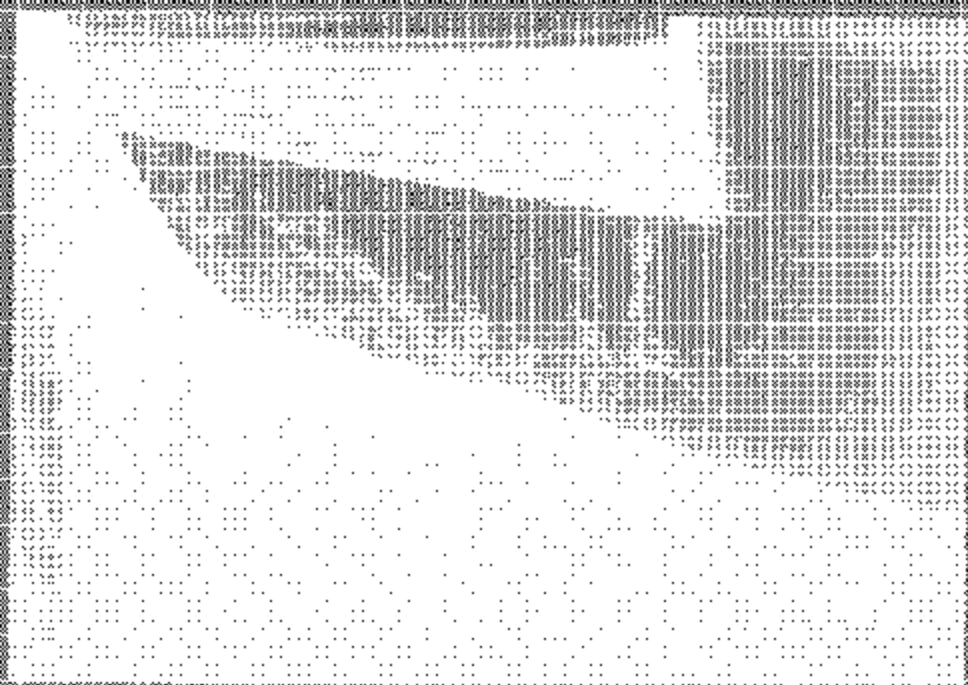
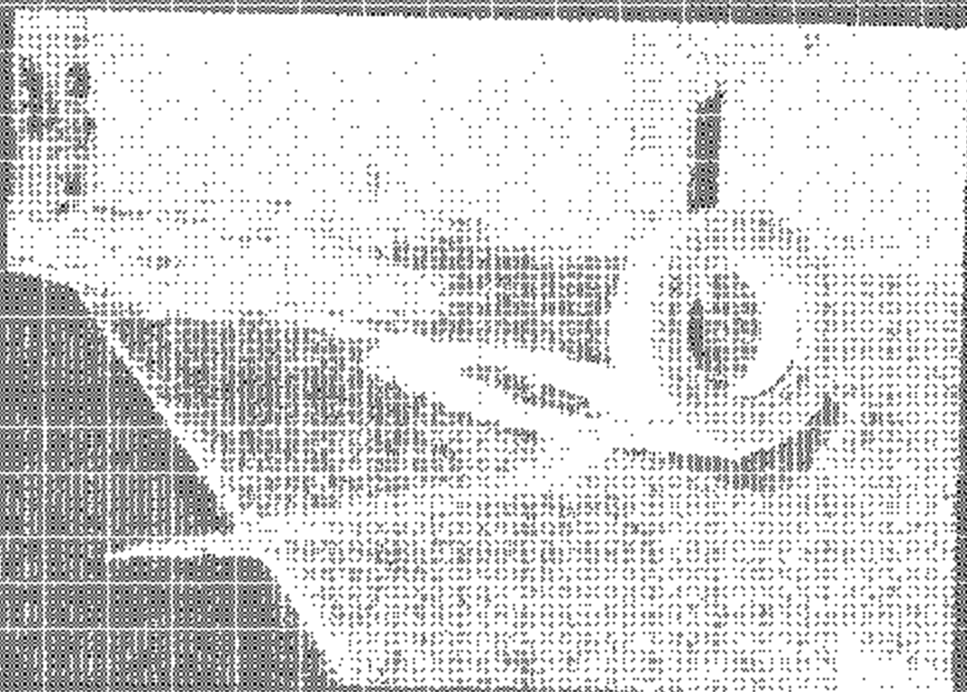
PDC01 Rev. 2/88/03

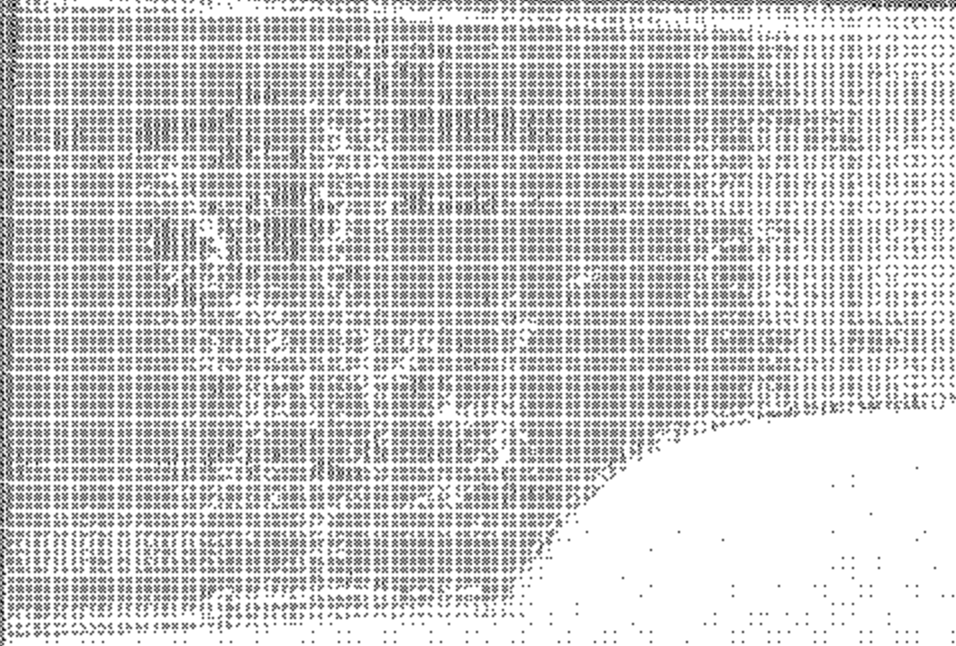
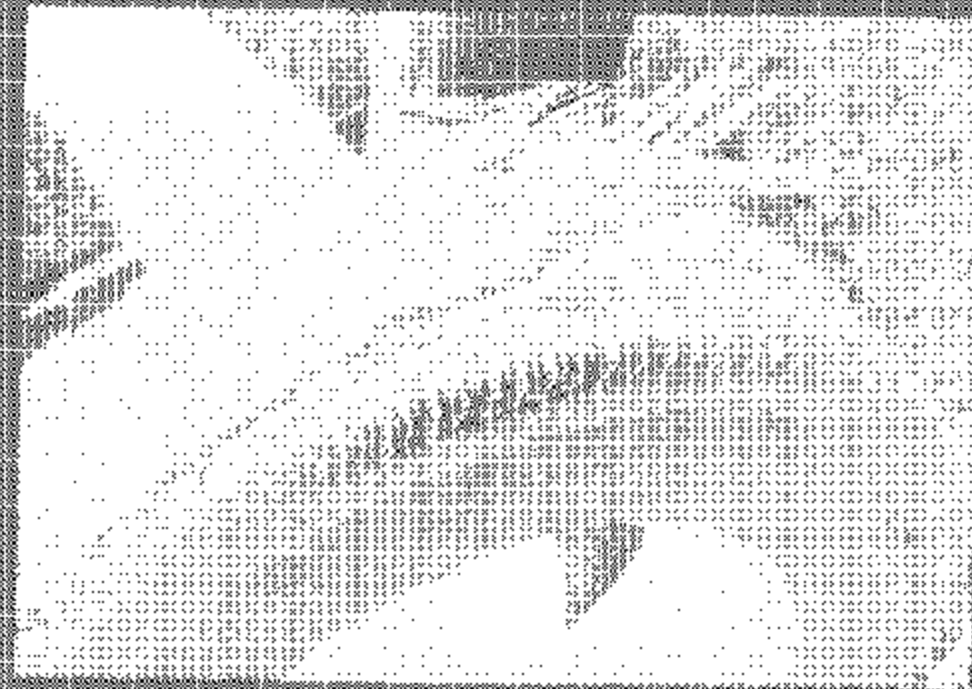
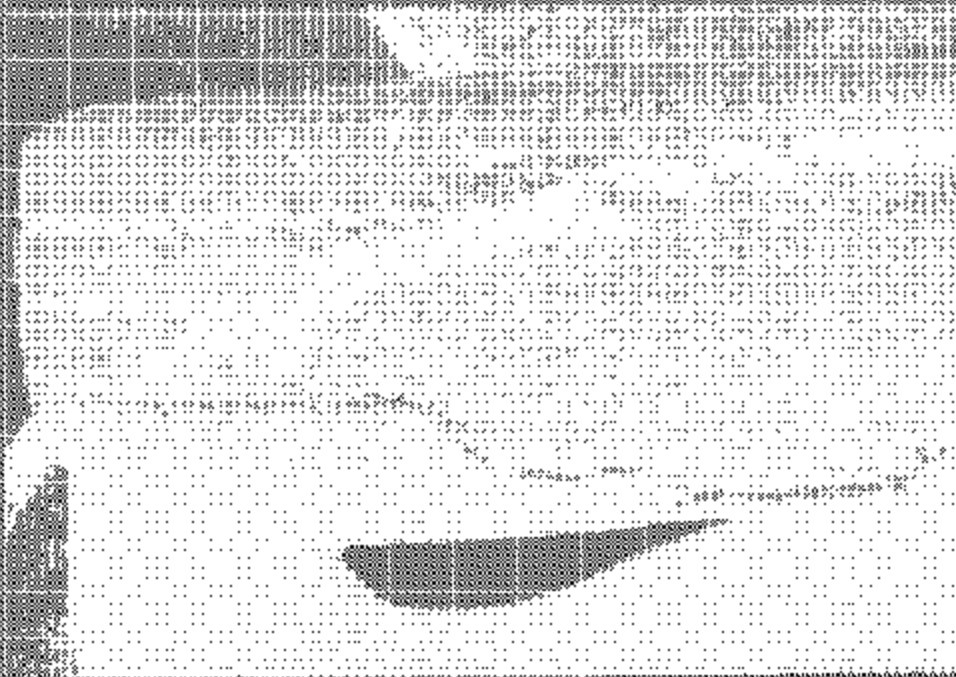
Continental Tire North America, Inc.
1880 Continental Blvd.
Charlotte, NC 28273

RNN-288-R130

The MicroSift Tire Care and Safety Guide on Auto and Light Truck Tire Care and Safety is available in







**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).**