



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 100147

Date Received: JAN 27 AM 11: 24  
27-OCT-2003  
Repository   
Reference No. 10044787

OWNER INFORMATION (Type or Print)

Name: [REDACTED]  
Address: [REDACTED]  
City: SAND SPRINGS State: OK Zip Code: [REDACTED]

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

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: FILL IN  
Make: BUICK Model: CENTURY Model Year: 1995  
Date Purchased: \_\_\_\_\_ Dealer's Name and Telephone Number: \_\_\_\_\_  
Original Owner:  Dealer's City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Engine: No. Cylinders: 6 Fuel Type: 87  
Transmission Type: AUTO Antilock Brakes:  Cruise Control:   
Powertrain: \_\_\_\_\_ Vehicle Component Code: 190000 TIRES  
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 24-SEP-2003 Failure Mileage: 25,000  
32,000  
36,000 Failure Speed: 50  
YOKOHAMA 80,000 MILE TIRES P185 75R14 89S

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: MICHELIN YOKOHAMA Tire Model (Name or Number): RADIAL TIRE P185 75R14 89S  
Tire Size (Example P215/65R16): P185 75R14 89S  
DOT No. (Example: DOTM19ABC036): \_\_\_\_\_  
 Original Equipment  Prior Repair Failure Location: HIGHWAY 51/412  
Tire Component Code: 190000 TIRES 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), 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).

WHILE DRIVING AT 50 MPH THE FRONT PASSENGER TIRE BLEW OUT, CAUSING THE CONSUMER TO PULL OF THE ROAD. MICHELIN RADIAL TIRES. \*AK

SEE ATTACHED LETTER TO DEALER

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.



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

400 Seventh Street, S.W.  
Washington, D.C. 20590

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosures: VOQ  
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4298

To Report Unsafe Products, or for Product Safety Information  
Call the U.S. Consumer Product Safety Commission Hotline  
toll-free at:



**1-800-638-CPSC**

**1-800-638-2772**

**Spanish-speaking staff is available  
(Personal en español disponible)**

**A teletypewriter for the hearing or speaking  
impaired is available at  
1-800-638-8270**

**Receive recall information via Internet gopher  
services at [cpsc.gov](http://cpsc.gov) or report product hazards to  
[info@cpsc.gov](mailto:info@cpsc.gov)**



U.S. Consumer Product Safety Commission • Washington, DC 20207

[REDACTED]  
*Sand Springs, Oklahoma*  
[REDACTED]

December 14, 2003

Cecil & Son's Discount Tires  
204 East Morrow Road  
Sand Springs, OK 74063

**Re: Yokohama 80,000 Mile Tires and Road Hazard Plan**

To Whom It May Concern:

In April of 2001 I purchased four P185/75R14 89S tires and also purchased the Road Hazard Plan. After about 28,000 miles the left front tire's tread separated and was replaced with a Cooper tire since you were out of stock on the Yokohama brand. After about 32,000 miles the right front tire's tread separated and was again replaced with a Cooper tire. After about 34,000 miles the left rear tire went flat overnight and I replaced this tire and the remaining Yokohama tire with Cooper tires.

After a 75% failure rate with the Yokohama tires I was afraid that my family could be in jeopardy on the road with the remaining Yokohama tire.

I was never offered the Road Hazard guarantee to replace the faulty tires. I asked one of your people about the guarantee and he said he would check it out and let me know. Nothing yet from him.

Also, I had a brake job done and after about 6 weeks the brake pad came off while we were on a trip and the repairs were made in Oklahoma City, along with turning one of the discs. I presented the repair ticket to one of your people and did receive a refund for the original cost of the brake job, but not for the cost of turning the disc.

The ticket numbers for the tire situation are: 119264, 160479, 167404, and 169422. The courtesy of a reply is appreciated.

I have also filed a complaint with the NHTSA about the faulty tires produced by Yokohama.

Sincerely,

[REDACTED]