



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 100192

Date Received

Repository ☐

Reference No.

10058057

OWNER INFORMATION (Type or Print)

Name

Address

City

CHEYENNE

State

WY

Zip Code

82001

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

In the absence of an or address to the vehicle manufacturer.

Signature of Owner

Date 3/1/04

VEHICLE INFORMATION

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

5LMPU28LQWLJ20037

Make

LINCOLN

Model

NAVIGATOR

Model Year

1999

Date Purchased

11-17-97

Dealer's Name and Telephone Number

DINWIDEN LINCOLN MERC 307-634-7233

Engine

No. Cylinders

8

Fuel Type:

GAS

Original Owner

☒

Dealer's City

CHEYENNE

State

WY

Zip Code

82001

Transmission Type

AUTO

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

192000 TIRES:SIDEWALL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

1/10/04

Failure Mileage

15000

Failure Speed

70

TIRE WAS 2 DAYS OLD, SEE RECEIPT

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

CONTINENTAL

Tire Model (Name or Number)

CONTI TRAC AT

Tire Size (Example P215/65R15)

P255/75R17

DOT No. (Example: DOTM19ABC036)

AD9C448204

☐ Original Equipment

☐ Prior Repair

Failure Location:

I-25 SOUTH OF CHEYENNE

Tire Component Code

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(s), 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).

AN AFTERMARKET TIRE IN THE FRONT DRIVER'S SIDE BLEW OUT WHILE DRIVING 70 MPH ON THE INTERSTATE. CONSUMER SENT THE DAMAGED TIRE BACK TO THE MANUFACTURER, WHO CLAIMED THAT BASED ON THE RESULTS OF THE EXAMINATION THIS WAS A SERVICE RELATED CONDITION BEYOND THE CONTROL OF THE MANUFACTURER. *AK THE TIRE WAS EXACTLY

THE SAME AS THE ORIGINAL EQUIPMENT TIRE. TIRE WAS 2 DAYS OLD. IT HAD BEEN DRIVEN AROUND TOWN, THIS WAS THE FIRST TIME ON THE INTERSTATE. DRIVEN ABOUT 10 MILES ON THE INTERSTATE WHEN THE SIDEWALL BLEW OUT. TIRE DEALER REPLACED THE TIRE, ABOUT \$1,000 FENDER DAMAGE. I HAVE THE BLOWN TIRE.

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.

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

SEE ENCLOSED LETTERS FROM CONTINENTAL, RECEIPT FOR
TIRE, CONTINENTAL CLAIM FORM, DAMAGE ESTIMATE AT
DEALER WHERE VEHICLE WAS PURCHASED, 2 PICTURES

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 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

DOT Auto Safety Hotline
(DASH) 2 DOT



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

Continental TIRE

Service Center

January 20, 2003

[REDACTED]
Cheyenne, WY [REDACTED]

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 800-286-5139.

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

PDC01 Rev. 2 08/03

Continental Tire North America, Inc.
1950 Continental Blvd.
Charlotte, NC 28273

800-286-5139
Toll Free 24/7

The Motorist's Tire Care and Safety Guide on Auto and Light Truck Tire Care and Safety is available in
English and Spanish.

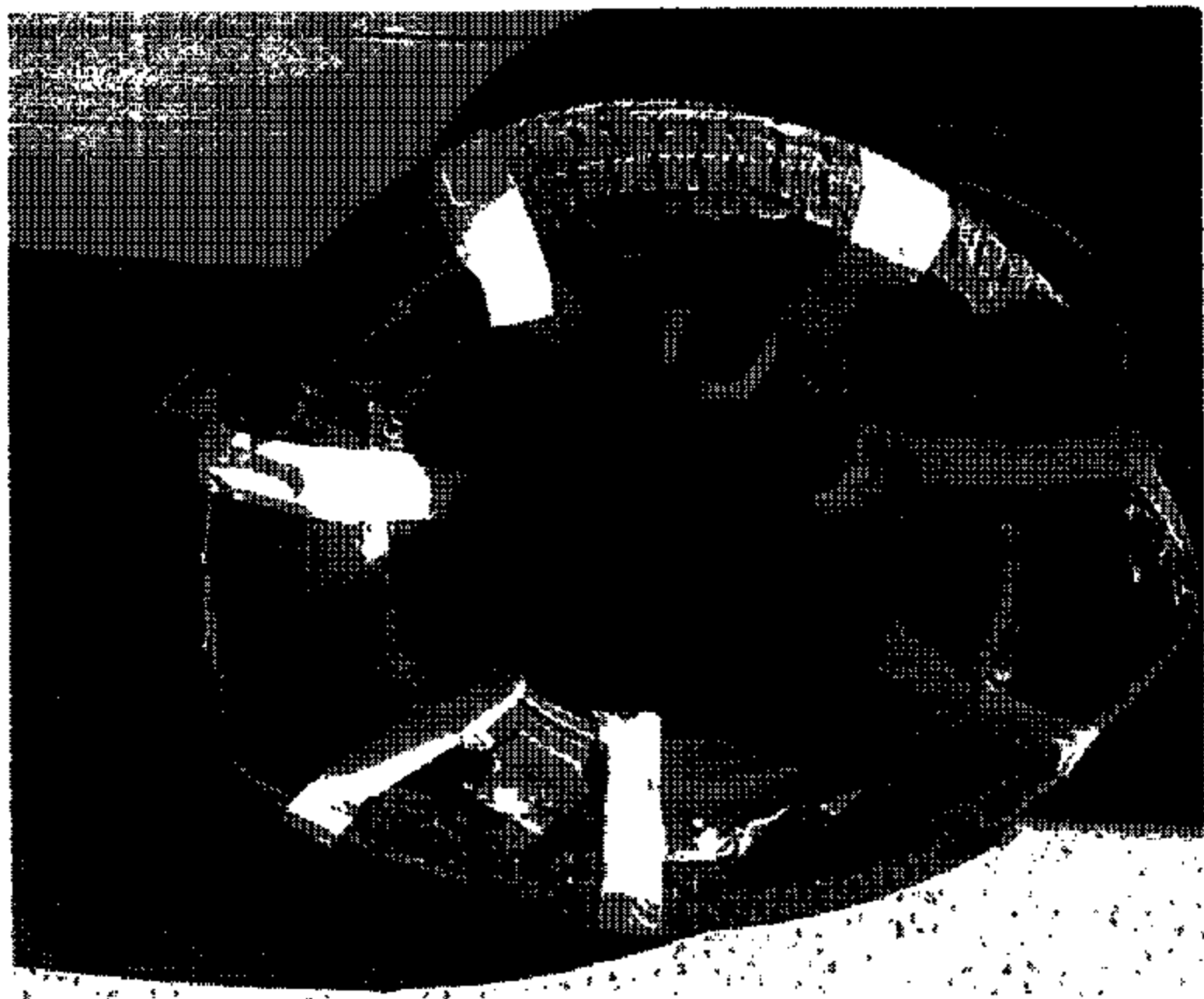


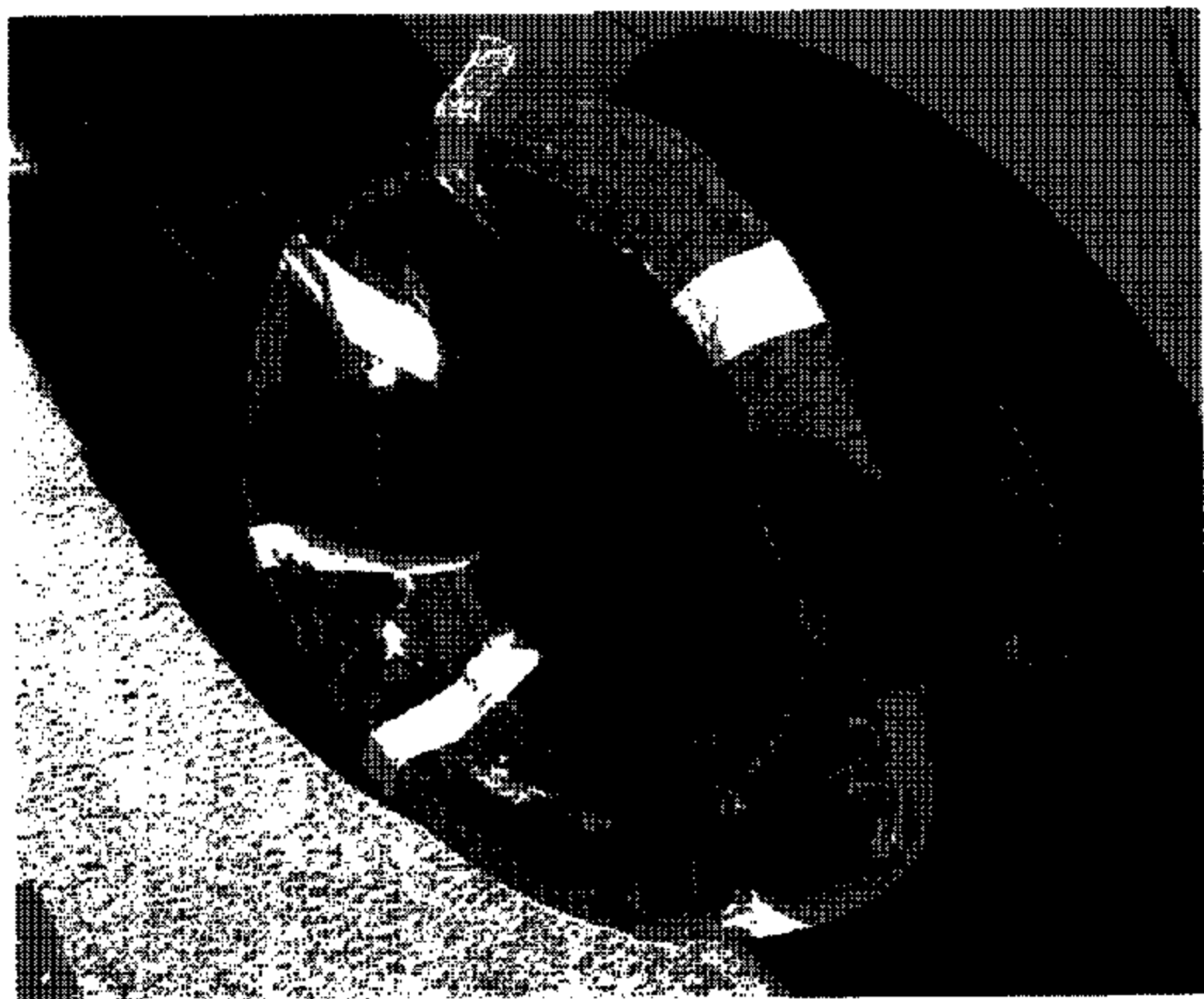
CLAIM INFORMATION REPORT

THIS REPORT MUST BE COMPLETED IN ORDER TO PROCESS YOUR CLAIM

CUSTOMER NAME (FIRST, MIDDLE & LAST): [REDACTED]		CLAIM REPORT DATE: 1-25-04
ADDRESS: [REDACTED]		CITY, STATE & ZIP: CHEYENNE, WY [REDACTED]
CUSTOMER PHONE NUMBER: [REDACTED]	NAME OF DRIVER: [REDACTED]	INSURANCE AGENT & PHONE NUMBER: 1-800-531-8222
INSURANCE COMPANY: USAA	ADDRESS: 9000 FREDERICKSBURG RD. SAN ANTONIO, TX 78208	POLICY NUMBER: [REDACTED]
HAVE YOU FILED A CLAIM WITH YOUR INSURANCE COMPANY? YES ☐ NO ☒		IF YES, WHAT IS YOUR DEDUCTIBLE? [REDACTED]
LOCATION OF INCIDENT (STREET LOCATION OF INCIDENT - STREET OR HIGHWAY): I-25 SOUTH OF CHEYENNE FROM CO BORDER		
CITY AND STATE WHERE INCIDENT OCCURRED: SOUTH OF CHEYENNE, WYOMING		DATE & TIME OF INCIDENT: JAN 16, 2004 5:45 P.M.
DESCRIPTION OF INCIDENT: SIDEWALL BLEW OUT, ALMOST TOTALLY SEPARATING FROM TIRE AT 75 MPH, THE POSTED SPEED LIMIT. TIRE WAS 2 DAYS OLD		
WAS THE INCIDENT REPORTED TO THE POLICE? YES ☐ NO ☒		WERE THE POLICE AT THE SCENE? YES ☐ NO ☒
PLEASE DESCRIBE THE NATURE OF THE INJURY: [REDACTED]		
HAS ANYONE INJURED? YES ☐ NO ☒		IF YES, WHO WAS INJURED? [REDACTED]
IS THE INJURED PARTY SEEKING MEDICAL TREATMENT? YES ☐ NO ☒		
IF YES, WHEN AND WHERE? [REDACTED]		IF YES, PLEASE PROVIDE THE NAME OR NAMES OF WHO IS FILING AN INJURY CLAIM: [REDACTED]
VEHICLE INFORMATION		
VEHICLE MAKE: LINCOLN	VEHICLE YEAR: 1998	VEHICLE MODEL: NAVIGATOR
VEHICLE COLOR: SLY PURP LOWLT 2003	MILEAGE: 76,841	
APPROXIMATE COST OF VEHICLE DAMAGE: \$1,016.53 (SEE ATTCH EST)		IF YES, APPROXIMATE COST OF SECOND VEHICLE DAMAGE: [REDACTED]
IS THERE ANOTHER VEHICLE INVOLVED? YES ☐ NO ☒		
TIRE INFORMATION		
TIRE BRAND: CONTINENTAL	TIRE SIZE: P255/75R17	TIRE TYPE: CONTITRAC AT RW
TIRE ID: AD9C448207		
TIRE CONDITION (PLEASE CIRCLE ONE)		
LEFT FRONT	RIGHT FRONT	LEFT REAR
RIGHT REAR	QUALLY LEFT FRONT INSIDE	QUALLY LEFT FRONT OUTSIDE
QUALLY RIGHT FRONT INSIDE	QUALLY RIGHT FRONT OUTSIDE	QUALLY RIGHT REAR OUTSIDE
[REDACTED]		
1-25-04		











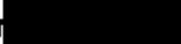
Service Center

February 9, 2004


Cheyenne, WY 

Re: Property Damage Claim 

Tire: P255/75R17, Conti Trac AT, DOT: AD9C4482097

Dear 

Thank you for the opportunity to evaluate the tire shown above.

We have completed the technical examination of your tire. The examination revealed no workmanship and/or material related conditions that could have contributed to the failure of your tire.

The examination revealed the tire continued to be operated after losing air pressure, a condition commonly referred to as "run flat". This can occur due to operating the tire while under inflated or over loaded. This results in high operating temperatures exceeding the tires capabilities, which may cause internal structural damage and eventual failure. This may also occur due to gradual or sudden loss of air pressure for many reasons such as punctures, cuts or impacts to the tire.

Based upon the results of our examination, this is a service-related condition beyond the control of the manufacturer. Therefore, we must respectfully deny your claim. Please refer to the enclosed Limited Warranty and Adjustment Policy brochure under the topic *what is not covered*. Additionally, for your reference, we have also included a copy of the RMA Motorist Tire Care and Safety Guide.

The subject tire will be held for thirty (30) days from the date of this letter and then disposed. Should you have any questions or wish to have the subject tire returned to you, please contact us at 800-266-5139.

Sincerely,

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

Continental Tire North America, Inc.
1950 Continental Blvd.
Charlotte, NC 28273

PDC33 Rev 1 08/03

800-266-5139
7M-L-532-RA7A Rev

The Motorist's Tire Care and Safety Guide on Auto and Light Truck Tire Care and Safety is available in the United States from the Tire Industry Association (TIA) at 1-800-338-2222.

**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).**