



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 1368

Date Received

13-MAY-2004 JUN 14

Repository ☐

Report No. 25
10073576

OWNER INFORMATION (Type or Print)

Name

Address

City

BENICIA

State CA

Zip Code

Destination Telephone Number

Home Telephone Number

Do you authorize NHTSA
in the absence of an
Signature of Owner

to the manufacturer of your vehicle to provide your name or address to the vehicle manufacturer.

☒ YES
☐ NO

Date 5/25/04

VEHICLE INFORMATION

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

JACDH58V9R7929291

Make

ISUZU

Model

TROOPER

Model Year

1994

Date Purchased

1/17 + 2000

Dealer's Name and Telephone Number

Rep Boyz

Engine:

No. Cylinders

6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

FULLERTON & HUNTINGTON BEACH

State CA

Zip Code

Transmission Type

MANUAL

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

191000 TIRES:TREAD/BELT

Multiple Failures: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

06-APR-2004

Failure Mileage

145000

Failure Speed

70 + 85

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

FUTURA

Tire Model (Name or Number)

DAKOTA

Tire Size (Example P215/65R15)

LT 245/75R16

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☒ Prior Repair

Failure Location:

REAR DRIVER SIDE - TREAD SEPARATION

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

N/A

Number of Deaths

N/A

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 70 MPH REAR DRIVER SIDE TIRE TREAD SEPARATED, CAUSING A TIRE BLOWOUT. CONSUMER MANAGED TO PULL OVER TO CHANGE THE TIRE. THE DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. PLEASE: FUTURA, DAKOTA, LT245/75R16. *AK

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

Account of Pep Boys, Futura Dakota T/A Tire Failures

[REDACTED]
Benicia, CA [REDACTED]
[REDACTED]

I purchased the first set of Pep Boys, Futura Dakota T/A approximately late 1997. I drove on them until approximately 1999.

The first failure occurred driving from Laughlin, NV. to Huntington Beach, CA. It was a hot day well over 100 degrees and I was traveling at approximately 85 MPH. The driver's side rear tire suddenly had the tread separate from the tire. The tire remained inflated but the tread (still plenty left) was on the roadside and the rear quarter panel and bumper were destroyed. Pep Boys would not repair the damage and would only pro-rate the tires. I decided to take their offer and received a second set of Pep Boys, Futura Dakota T/A tires at a discount.

The second failure occurred May 2004. The vehicle now was not my primary transportation and rarely driven. Subsequently, the tires were still in very good condition. The tires began to shimmy, so I took them into Pep Boys to get them rotated and balanced. First of all, they had the opportunity to examine the tires and identify any safety hazards. Secondly, the tires were balanced and then rotated incorrectly for radial tires (front passenger to driver's rear). Approximately 4 days later, commuting early morning from Benicia, CA. to Sacramento CA. East bound on I80 traveling at approximately 70 MPH the rear driver's side tire began to shimmy. The tire tread began to separate from the tire causing an immediate catastrophic blowout. The tire failure caused minor damage to the rear bumper and break lines.

I have contacted Pep Boys regarding the tire failure and am still awaiting the outcome of how they intend to handle this situation.

In both cases, I feel the tire failures could have caused major collisions. I feel these were avoided because of the lack of traffic and driver experience level.

If necessary, I am able, with significant research, to obtain exact dates of purchases, repair and incidents as well as approximate tire wear/mileage.

