



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 100079

Date Received: 7:20  
13-AUG-2004

Repository

Reference No.  
10087862

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: RYE State: NH 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: [Redacted] Date: 7/15/04

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2831104CR72H [Redacted]  
Make: CHRYSLER Model: INTREPID Model Year: 2002  
Date Purchased: Feb 03 Dealer's Name and Telephone Number: Port City Dodge 603-436-1243  
Original Owner:  Dealer's City: Portsmouth State: NH Zip Code: 03801  
Engine: No. Cylinders: 6 Fuel Type: Gas  
Transmission Type: AUTOMATIC  
 Antilock Brakes  Cruise Control  
Powertrain: FRONT WHEEL DRIVE  
Vehicle Component Code: 190000 TIRES  
Multiple Failure: 2

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

Incident Date(s): 13-AUG-2004 Failure Mileage: NA Failure Speed: 65  
2 Goodyear American Eagle tires

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

Tire Make: GOODYEAR Tire Model (Name or Number): EAGLE American Eagle Tire Size (Example P215/65R15): 225/60R16  
DOT No. (Example: DOTM18ABC036): [Redacted]  Original Equipment  Prior Repair Failure Location: 1. Highway near NY state 2. Brockton, ONT Canada  
Tire Component Code: 192000 TIRES:SIDEWALL Tire Failure Type: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**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: 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).

GOODYEAR, AMERICAN EAGLE, SIZE 225/60R16 BW. WHILE DRIVING AT 66 MPH RIGHT FRONT TIRE BLEW OUT. CONSUMER CHANGED THE FRONT TIRE. ABOUT 50 MILES AFTER REPLACING THE FIRST TIRE THE LEFT FRONT TIRE BLEW UP. WALMART REPLACED BOTH TIRES WITHOUT ANY CHARGE. \*AK  
AF tire developed first sized blister in sidewall causing loss of air. 2nd time, RF, blew sidewall about 50 miles later. Before starting on trip all four tires replaced with Wall Mart Goodyear American Eagle tires. All tires replaced by Wall Mart.

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.

OVERLY  
↓

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

Although not there, Mike & Mar at Portsmouth NH  
Kreps saying we hit something in the road - not true  
Additional information enclosed - Copy of Aug 18, 2004 Complaint to  
NH Consumer Protection & Antitrust Bureau, Copy of their  
Sep 16, 2004 letter and additional 3 pages of information sent to  
NHCP Bureau and Sep 4, 2004, to be forwarded to the case,  
which NH has already contacted

TYPE MODEL &

WARRANTY

ACCUR

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



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 29178 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



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DOT Auto 9e, y 5, 10  
(DASH) & DOT

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



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**  
**DOT AUTO SAFETY HOTLINE**  
TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

cc correspondence to NHCP  
Business conducted while en route  
to MANZIE, WA. from FARGO, ND  
PW completed 8/18/04 to A copy of NHCP  
1st of Sept. 1st 1 - encl. for reference  
Thank you

FAX/MEMO

To: NH Consumer Protection and Antitrust Bureau TEL 361 F

FROM: [REDACTED]

Date: Sept. 05 2004 :number pp. incl. cover 03, plus cc of complaint to NHCP Admin

Thank you for your recent correspondence (File 200427862)

This is additional info re: that CP file. Our house sitter called us in Fargo, ND on Aug. 11<sup>th</sup> to say that "Dan" of the Wal-Mart Tire/Lube had left a "nasty" note on our ans. machine stating he didn't know why we had contacted the W\_M Hdqtrs. about our tire problem. (Aug. 05 fm Canada at their 1-800 number). (Apparently, he was the "acting mgr." of the tire dept. in mgr. "Bill's" absence - a claim he also made when my husband, Jack, visited W-M on Sept. 03, when "Bill" was also present and whom my husband sought out ( he also went there on Sept. 02, to speak with Bill about his post Aug. 11<sup>th</sup> and pre-Aug. 28<sup>th</sup> msg. he left on our answering machine, in which he indicated our tire problems most likely were due to "road hazard" and not "tire failure". (We returned from our trip to Seattle on August 28<sup>th</sup>).

Bill indicated to my husband that he would contact Goodyear's Consumer Dept.

He did that and put a message (saved) onto our answering machine later on Sept. 3rd or the 4<sup>th</sup> that he had called G-Y and asked them "if there were any recalls on these tires. G-Y "No current recall on these tires." He added he "was sorry we had these problems; I do think it's ironic you had those problems...as I understand it...within a few hundred miles of each other." "Many factors can be considered :-One thing I can say if you hit a pot hole, dings to the rims, etc..."

page 2 Re: File 200427862

These facts bear repeating, viz.:

4 new Goodyear Eagle tires were installed by W-M Portsmouth, NH on 07-09-04. Mileage 44750; re-alignment for safety's sake, at 44756.

The LF tire blew (at the Cornwall, ONT. W-M Tire/Lube Express yard at 46604. That tire had a huge bubble in the sidewall, and the gas attendant at the Hogansburg, NY Indian Reservation gas station assured us that we most likely could make it over the bridge to the W-M Tire and Lube Express. (No other repair facilities available).

The RF tire blew at 46674(that's 70, not "hundreds of miles" later), while on the CDN. 401 hwy. at 65 mph and in the right-hand lane).

We were towed several miles to Brockville, ONT. W-M Tire/Lube Express. Both there and at Cornwall, the opinion was rendered by the tire changing staff, that the tires were "defective" and to get the back two off as reasonably soon as possible

*Back 2 tires were NOT available at either Wal-Mart in Cornwall or Brockville, ONT*

That opportunity was in Fargo, ND, where the two back tires were replaced at 48114. Again, no questions about any road hazards, pot holes, "dings" to the rims. We both observed and personally went over the rim business with the tire staffs.

Likewise, on my initial call to W-M on Aug. 05, I was advised the tires "probably" were defective, and that W-M Ark. would e-mail the Ports Tire/Lube Express. (Hence "Dan's" ire at contacting them).

In all of our contacts with W-M, and Goodyear, there has been NO indication that any of these agencies is interested in protecting the consumer from possible irrevocable harm. The fact that we avoided

serious, or any possible, harm is a testimony to our (husband and myself) more than 3 million miles of accumulated trouble-free driving. And, in speaking with the Goodyear Rep., I pointed out that I've been buying Goodyear tires for every vehicle we've owned collectively (that's 32) and never had this, or other manufacturing-related problems before.

Obviously, it's shifting the blame to even suggest: "Why didn't you call me <sup>Wright's</sup> Dan's? - *Where, from the 401 Hwy. in CAN?*" <sup>was it?</sup>

*Also, suggesting our car had hit pot holes, etc. or the rims had dings, is blatantly stupid! These tires, per W-M specs are 60-65000 miles \_rated as a performance tire, with top speeds of 118 mph. However, we'll watch, rather than be, in any races.*

We appreciate your attention, and ask that you forward this additional info to the CPSC as well.

My husband had also contacted the NHTSA and a cc of info to your office will be forwarded to it, and a cc of comment to NHTSA will accompany this information, to you, for cross-referencing purposes. In spite of possible injuries to us, our larger purpose here, is to insure that no one else endures the same fate. Realistically, they probably have sold considerable of that "new" batch of tires received on July 8, 2004.

cc. of our 18 Aug. 04  
complaint to the NHCP Bureau  
- mailed from MONROE, WA -  
and the Sept. 01 ltr. from NHCP  
showing referral to CPSC

**ATTORNEY GENERAL  
DEPARTMENT OF JUSTICE**

33 CAPITOL STREET  
CONCORD, NEW HAMPSHIRE 03301-6397

KELLY A. AYOTTE

~~KELLY A. AYOTTE~~  
ATTORNEY GENERAL

MICHAEL A. MELANEY

~~KELLY A. AYOTTE~~  
DEPUTY ATTORNEY GENERAL



September 1, 2004

[REDACTED]  
Rye, NH [REDACTED]

Re: Our File No. [REDACTED]  
Wal-Mart Corporate Headquarters

Dear Ms. [REDACTED]

The Consumer Protection and Antitrust Bureau has received your recent letter informing our office of your concerns regarding the above-named business.

Given the nature of your concerns and the location of the business, your complaint is being referred to the Consumer Product Safety Commission. If they are able to assist you, they will contact you directly.

Sincerely,

The Consumer Protection and Antitrust Bureau  
(603) 271-3641

cc: Consumer Product Safety Commission  
10 Causeway Street  
Boston, MA 02222-1047



**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).**