



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-STOP (1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
28-AUG-2004

Repository
Reference No.
10088730

OWNER INFORMATION (Type or Print)

Name
Address
City FT. LAUDERDALE State FL Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address
lower case letters

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
2J4FY49S5N3
Make JEEP Model WRANGLER Model Year 1992
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City State Zip Code
Transmission Type Antilock Brakes Powertrain 4 WHEEL DRIVE Vehicle Component Code 191000 TIRES:TREAD/BELT
MANUAL Cruise Control Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 30-JUL-2004 Failure Mileage 129000 Failure Speed 55
General Tires

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make GENERAL Tire Model (Name or Number) GENERAL Tire Size (Example P215/65R15) G4S 215 75R15
DOT No. (Example: DOTM1A9ABC036) ADHF 2V7469 Original Equipment Prior Repair Failure Location: DRIVER SIDE FRONT
Tire Component Code 191000 TIRES:TREAD/BELT 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), crash(es), and injury (ies).)

Crash Yes No Fire Yes No Number of Persons Injured ONE Number of Deaths 0 Reported to Police N

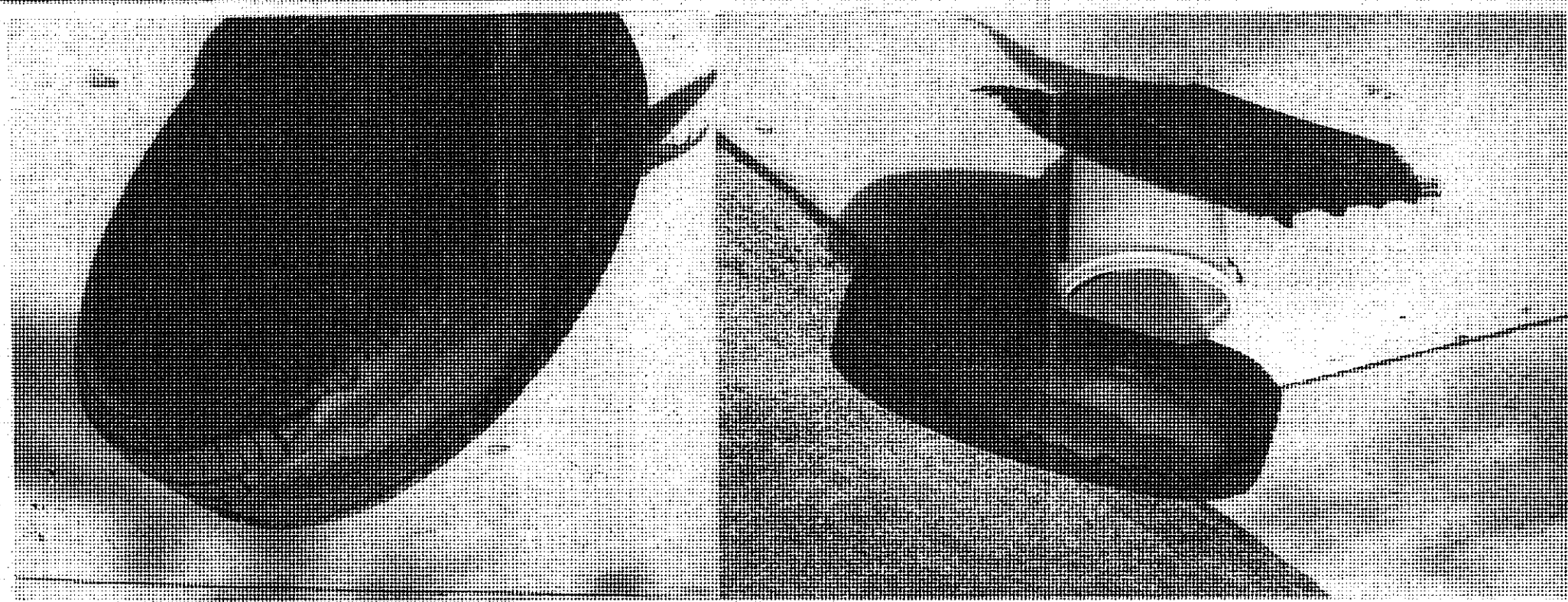
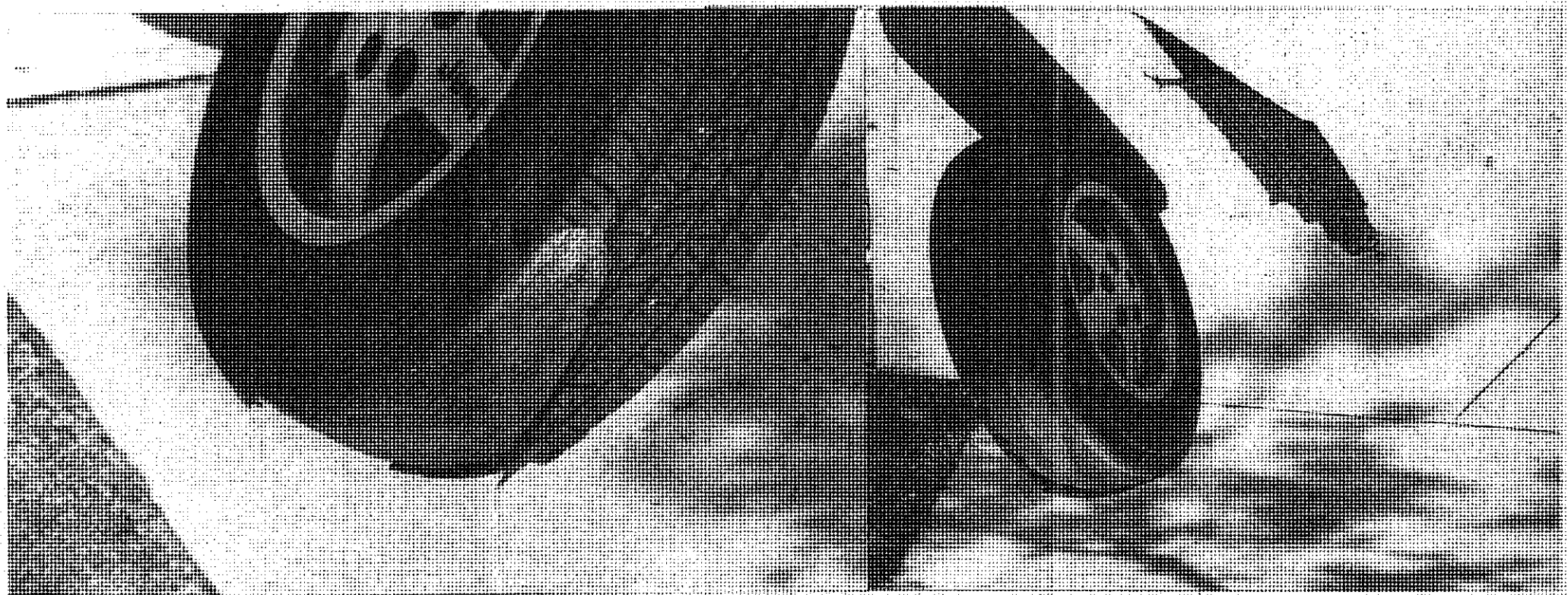
Narrative Description of Incident(S), Crash(es), and Injury (ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

GENERAL TIRE AMERI-G4S S/N DOT ADHF 2V7469
1) DEFECTIVE TIRES 2) WHILE DRIVING ON I-95 A 2 FOOT SECTION OF TREAD ON LEFT FRONT TIRE SEPARATED FROM TIRE 3) PUT ON SPARE TIRE. TIRE RETAILER SAID ALL TIRES ARE DEFECTIVE AND NEED TO BE REPLACED. CONTACTED GENERAL WHO REFUSES TO COOPERATE AND REPLACE DEFECTIVE TIRES. GENERAL TIRE WILL NOT EVEN ACKNOWLEDGE WHETHER THIS TIRE IS THE SUBJECT OF A RECALL OR OF A POTENTIAL RECALL. *JB
See attached photos and correspondence with General
Also, why isn't this tire listed on your website? There are numerous failures re: G4S, but no reference to this model on your website. tires 9/16/04

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.

Please send me copy of corrected complaint.
thanks



Continental TIRE

Ralph E. McCormick
Law Department
Phone: (704) 583-8152
Fax: (704) 583-8815
E-mail: ralph.mccormick@conti-na.com

August 4, 2004

██████████
████████████████████
Fort Lauderdale, FL ██████████


Re: CTNA claim #: 4212022

Dear ██████████

Per our telephone conference, please accept this letter as our assurance that the tire you wish to send us will undergo non-destructive inspection. We will not alter or tamper with the tire in any way. Once we have completed our exam, we will wish to return the tire to you as soon as possible. If you wish for the tire to be returned to you at the completion of our inspection and to ensure that you have control over the method of shipment of your property, please send to me written shipping instructions as well as pre-paid shipping labels to cover the cost of returning the tires to you. We will not be responsible for your property once it leaves our control.

Our examination of the subject tire and subsequent documents should not be construed as an 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. Please also note that in order to substantiate that our tire was responsible for the alleged damages, we must have the tire for examination. Should you have any questions or need any further information, please do not hesitate to contact me at (704) 583-8152 or ralph.mccormick@conti-na.com.

Sincerely,



Ralph E. McCormick
Claims Manager

Continental Tire North America, Inc.
1800 Continental Blvd.
Charlotte, NC 28273
704-588-5895

UPS Tracking Number:

[REDACTED]
Ft. Lauderdale, FL [REDACTED]
8.12.04

Mr. Ralph E. McCormick,
Claims Manager
Law Department
Continental Tire North America, Inc.
1800 Continental Blvd.
Charlotte, NC 28273
704.583.8152

RE: Claim No. 4212022
General Tire 215/75R15
1992 Jeep Wrangler

Dear Mr. McCormick:

I am in receipt of your August 4, 2004 letter.

I have enclosed my completed Statement of Claim.

However, I am not able to find any information re: this tire or warranty. I have only been able to find out it has a 60,000 tread wear warranty. Therefore, please send me a copy of any information and pamphlet(s) which lists or states the applicable warranties that relate to this tire.

Also, I just read in today's Newspaper that the General Grabber AW tire was recalled back in 2002 and caused a fatal accident. Has this tire, G4S, that is the subject of my claim also the subject of a recall or a potential or pending recall. If so, please send me all information relating to the recall or a potential or pending recall.

I appreciate your prompt attention to this matter.

Sincerely,
[REDACTED]

enclosure

faxed only to: [REDACTED]

General TIRE

CLAIM INFORMATION REPORT
THIS REPORT MUST BE COMPLETED IN ORDER TO PROCESS YOUR CLAIM

CLAIM NUMBER: 4212022	CLAIM REPORT DATE:
ADDRESS: [Redacted]	CITY, STATE & ZIP: Ft Lauderdale FL [Redacted]
INSURANCE COMPANY: n/a	INSURANCE AGENT & PHONE NUMBER: n/a
ADDRESS: n/a	POLICY NUMBER: n/a

CUSTOMER PHONE NUMBER: [Redacted]

HAVE YOU FILED A CLAIM WITH YOUR INSURANCE COMPANY?
YES NO

WHAT IS YOUR DEDUCTIBLE?
n/a

INCIDENT INFORMATION

LOCATION OF INCIDENT (EXACT LOCATION OF INCIDENT - STREET OR HIGHWAY):
I 95 at Cypress Creek Road (62st)

DATE & TIME OF INCIDENT:
7/30/04 @ 12:30 PM

CITY AND STATE WHERE INCIDENT OCCURRED:
Ft Lauderdale, FL

DESCRIPTION OF INCIDENT:
Defective tire ≈ 2' length of tread separation

WAS THE ACCIDENT REPORTED TO THE POLICE?
YES NO not at this time

WERE THE POLICE AT THE SCENE?
YES NO

PLEASE LIST ALL PASSENGERS IN VEHICLE:
none

WAS ANYONE INJURED?
YES NO

PLEASE DESCRIBE THE NATURE OF THE INJURIES:
left foot and right hip

DID THE INJURED PARTIES SEEK MEDICAL TREATMENT?
YES NO

IF YES, WHEN AND WHERE?
8/4/04, Dr. Gliwa, Ft. Lauderdale

ARE YOU OR ANYONE DESCRIBED ABOVE FILING AN INJURY CLAIM?
YES NO

IF YES, PLEASE DESCRIBE THE NATURE OF THE INJURY CLAIM?
[Redacted]

VEHICLE INFORMATION

VEHICLE MAKE: Jeep

VEHICLE YEAR: 1992

VEHICLE MODEL: Wrangler

MILEAGE: 129,300

VEHICLE VIN#: 2J4FY49S5N [Redacted]

APPROXIMATE COST OF VEHICLE DAMAGE: \$2000

WAS THERE ANOTHER VEHICLE INVOLVED?
YES NO

IF YES, APPROXIMATE COST OF SECOND VEHICLE DAMAGE:
n/a

TIRE INFORMATION

MFG. BRAND: General

SIZE: 215/15R15

TYPE: G4S

DOT#: ADHF2V7469

TIRE POSITION (PLEASE CIRCLE ONE):
LEFT FRONT (circled) RIGHT FRONT LEFT REAR RIGHT REAR DUAL LEFT REAR INSIDE DUAL LEFT REAR OUTSIDE DUAL RIGHT REAR INSIDE DUAL RIGHT REAR OUTSIDE

may also be defective

CUSTOMER SIGNATURE: [Signature]

DATE: 8/12/04

[REDACTED]
Ft. Lauderdale, FL [REDACTED]
8.19.04

Mr. Ralph E. McCormick,
Claims Manager
Law Department
Continental Tire North America, Inc.
1800 Continental Blvd.
Charlotte, NC 28273
704.583.8152

RE: CTNA Claim No. 4212022
General Tire 215/75R15
1992 Jeep Wrangler

Dear Mr. McCormick:

Back on 8.12.04 I faxed you a letter along with my completed Statement of Claim.

However, I never heard back from you re: the questions I raised in my letter and I can only presume that you do not intend to respond.

From your lack of response I am thankful that I did not send General the original defective tire. And, I was told by one of General's dealers that the other three tires are also defective.

Therefore, I will be talking with my attorney, the Florida Attorney General and the various government authorities re: these defective tires.

I appreciate your prompt attention to this matter.

Sincerely,
[REDACTED]
[REDACTED]

enclosure

faxed only to: [REDACTED]

Continental TIRE

Ralph E. McCormick
Law Department
Phone: (704) 583-8152
Fax: (704) 583-8815
E-mail: ralph.mccormick@conti-na.com

September 10, 2004

██████████
██████████
Ft. Lauderdale, Florida ██████████

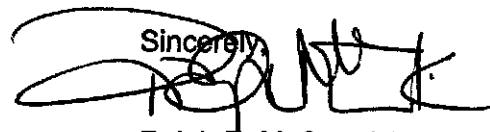
Re: CTNA Claim Number: 4212022
Date of Loss: July 30, 2004
Tire Description & DOT No: P215/75R15 General Ameri*G4S, DOT # ADHF2V7469

Dear ██████████:

I am in receipt of your completed Claim Information Report form. On July 30, 2004 we respectfully requested the opportunity, in accordance with our written Adjustment Policy, to examine the product and attempt to determine what caused your tire to come apart. We provided you shipping instructions and labels to ship the product to us at our expense. As of the date of this letter, we have yet to receive the tire for exam. Please know that we cannot process your claim without the opportunity to examine the product. Please also know that if we are not in receipt of the tire by **October 12, 2004** we will consider this claim abandoned and will close our claim file.

In your letter dated August 12, 2004 you requested a copy of and I now enclose for your reference our Replacement Tire Warranty Brochure and our Adjustment Policy. You also inquired as to the recall we had regarding our P275/60R17 Grabber and ContriTrac AW tires. Yes, in August 2002 we announced the recall of approximately 600,000 tires produced during the same period and at the same plant. However, without the benefit of examining your tires, it would not be prudent to discuss if this tire could be somehow defective. Your tire and the tire that were the subject to a recall are of different sizes, have vastly different constructions and were built on different machines. As stated below, a tire can come apart in the same fashion as yours did due to many other circumstances other than a manufacturing or design defect. Please know we take you concerns very seriously and we will review this matter carefully while processing your claim. Again, we cannot begin the process without the ability to examine these tires.

Our examination of the subject tire and subsequent documents should not be construed as an 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. Please also note that in order to substantiate that our tire was responsible for the alleged damages, we must have the tire for examination. Should you have any questions or need any further information, please do not hesitate to contact me at (704) 583-8152 or ralph.mccormick@conti-na.com.

Sincerely,


Ralph E. McCormick
Claims Manager

Continental Tire North America, Inc.
1800 Continental Blvd.
Charlotte, NC 28273
704-588-5895

[REDACTED]
Ft. Lauderdale, FL [REDACTED]
9.15.04

Mr. Ralph E. McCormick,
Claims Manager
Law Department
Continental Tire North America, Inc.
1800 Continental Blvd.
Charlotte, NC 28273
704.583.8152

RE: CTNA Claim No.: 4212022
DOL: July 30, 2004
Tire Description and DOT No.: P215/75R15 General Ameri*G4S
DOT # ADHF2V7469

Dear Mr. McCormick:

I am responding to your September 10, 2004 letter which I just received.
Your letter references recalls relating to the Grabber and ContriTrac AW
tires.

However my question specifically related to recalls relating to the G4S
tire.

.... Has this tire, G4S, that is the subject of my claim also the
subject of a recall or a potential or pending recall? If so, please
send me all information relating to the recall or a potential or
pending recall.

Therefore, please send me the information relating to any recalls or
potential or pending recalls of the G4S.

I appreciate your prompt attention to this matter.

Sincerely,
[REDACTED]

faxed only to: [REDACTED]