


 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

Date Received

10121556

Od. or

rt. dl

od. rt

up. ltr

Reference No.

**OWNER INFORMATION (Type or Print)**

2005 MAY 13 AM 8:00

Name

Street

Apt. No.

N/A

City

BARSTON

State

CA

Domestic Telephone Number

 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 04/15/05

**PRODUCT INFORMATION**

Vehicle Identification No. (VIN.) (Located at bottom of windshield on driver's side)

TC5246

Make

GMC

 Model CAMPER SPECIAL  
SIERRA CLASSIC  
25

Year

76

Purchased Date

01-1979

Dealer's Name

HOUSTON GMC

 Engine Size  
(CID/CC/L)

454

 Turbo

 Diesel

 Gas

 Fuel Injection

 New  Used

Dealer's City

HOUSTON

State

BC

Zip Code

986?

 Manufacture Date  
(on driver's door or pillar)

Transmission Type

 Manual

 Automatic

Restraint System

 Driverside Air Bag

 Motorbelt

 Passengerside Air Bag

 2-Point Belt

 3-Point Belt

Cruise Control

 Yes

 No

Drivetrain

 Front

 Rear

 4-Wheel

Vehicle Type

 Car  Sport Utility

 Van  Truck

 Minivan  Motorcycle

 Other

Body Style

 2-Door  4-Door

 Stationwagon

 Pick Up Truck

 Other

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

Part Name(s)

TIRES

Location

 Left

 Front

 Right

 Rear

Failed Part(s)

 Original

 Replacement

Handicap Adaptive Equip

 Yes

 No

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

Tire Brand

GREEN YEAR

Tire Name

WORK HORSE LOAD RANGE

Complete Tire Size

9.50 X 16.5 RADIAL

DOT No.

2-@MML-MSD V-298 1012

No. of Failures

Date(s) of Failure(s) AUG 29, 04

Mileage at Failure(s) LESS THAN 7000

Vehicle Speed at Failure(s): 10MPH

Failed Part(s) Available?

 Yes  No

NHTSA Previously Contacted?

 Yes  No

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

N/A

Number of Fatalities

N/A

Reported to Manufacturer

 Yes  No

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

SEE ATTACHED 4 PAGE DOCUMENT

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7862

April 28, 2005

DEAR SIR OR MADAME;

THIS CLAIM INVOLVES 2 INCIDENTS: THE FIRST GOOD YEAR FILE # [REDACTED] THE TIRES FAILED AFTER LESS THAN 1000 MILES. DID DAMAGE TO MY VEHICLE & TRAILER, THEY REPAIRED ALL 4 TIRES, PAID ME A TOTAL OF \$1270.13 FOR DAMAGES TO MY TRUCK & TRAILER.

THE 2<sup>ND</sup> INCIDENT INVOLVED THE FAILURE OF THE REPLACEMENT TIRES AFTER LESS THAN 7000 MILES (GOOD YEAR CLAIM # 731851; PETE'S ROAD SERVICE CLAIM # 54968) AUGUST 29, 2004. FRONT TIRE DELAMINATED BUT DIDN'T GO FLAT (PUT ON SPARE). RIGHT FRONT BULGED & DELAMINATED THEN BLEW OUT, LEFT REAR BULGED FIRST THEN BLEW-OUT, RIGHT REAR LOST BETWEEN 10-15% OF AIR EVERY 2 TO 3 WEEKS BUT NO DETECTABLE BULGE & DIDN'T BLOW OUT.

① LEFT FRONT WAS FIRST TO DELAMINATE APPROXIMATELY 1 MONTH BEFORE THE OTHER 2 (PUT ON SPARE)

② RIGHT FRONT BULGED DIAGONALLY ACROSS THE TREAD. I NOTICED IT WHEN I HAD TROUBLE STEERING MY TRUCK WHEN COMING HOME FROM FEED STORE WITH 6 BALES OF HAY.

③ APPROXIMATELY 2 DAYS LATER I WAS LEFT NOT READY TO GO TO WORK. I NOTICED A LARGE BULGE IN THE SIDEWALL OF THE RIGHT REAR TIRE.

④ ON MONDAY I CALLED GOOD YEAR IN AKRON OHIO. THEY REFERRED ME TO "PETE'S ROAD SERVICE" HERE WHERE I NOW LIVE IN BARSTON AS THE AUTHORIZED WARRANTY SERVICE. THEY ADVISED ME TO BRING THE TRUCK IN SO THEY COULD LOOK AT IT. I TOLD THEM OF THE CONDITION OF THE 2 TIRES AND THAT IT WASN'T SAFE TO DRIVE IT THAT FAR (APPROXIMATELY 10 MILES). I TOLD THEM I'D PAID FOR 24 HOUR ROAD SERVICE WHEN I BOUGHT THE TIRES.

THEY TOLD ME THE WARRANTY DIDN'T COVER ANYWHERE OTHER THAN WHERE I BOUGHT THE TIRES, THAT THEY HAD NO PART IN IT BECAUSE THEY HADN'T SOLD ME THE TIRES! I GOT LESS THAN A 1/2 BLOCK FROM THE HOUSE HERE WHEN THE LEFT REAR TIRE BLEW OUT FOLLOWED BY THE RIGHT FRONT ABOUT 10 TO 20 SECONDS LATER BEFORE I COULD GET THE TRUCK STOPPED, I BACKED THE TRUCK UP INTO MY DRIVE WAY. I PITCHED PETE'S & TOLD THEM WHAT HAPPENED AND COULD THEY COME AND GET THE TIRES. THEY SAID THEY COULDN'T DO IT UNLESS I PAID FOR A SERVICE CALL. AFTER MUCH DISCUSSION THEY SAID IF I PUT THE TRUCK UPON BLOCKS WITH THE TIRES OFF THE GROUND THEY WOULD COME & GET THEM WITHIN THEY HAD A TRUCK IN THE AREA. THIS WAS ON AUG 29, 2004. AFTER NUMEROUS CALLS TO GOOD YEAR & PETE'S ROAD SERVICE THEY FINALLY CAME OUT TO GET THE TIRES (@ 1:30 PM OCT 5, 2004) THEY REMOVED TIRES & RIMS. I FURNISHED THEM WITH A LETTER TO BE SENT WITH THE TIRES TO GOOD YEAR IN AKRON, OHIO AS REQUESTED BY GOOD YEAR. PETE'S ROAD SERVICE SENT MY LETTER TO GOOD YEAR BUT SENT THE TIRES TO THEIR HOME OFFICE IN GORENA, CA NOT TO GOOD YEAR AS REQUESTED BY GOOD YEAR & MYSELF.

I PERSONALLY MEASURED THE TREAD LEFT ON THE MOST ~~WORN~~ WORN TIRE OF THE FOUR WITH A DIGITAL VERNIER CALIPER. I MEASURED 4 SPOTS ON THE OUTSIDE & 4 SPOTS IN THE MIDDLE OF THE TREAD. I ADDED UP THE 4 FIGURES & DIVIDED BY 4 TO COME UP WITH THE FOLLOWING FIGURES .336" ON THE OUTSIDE TREAD & .327" INCHES IN THE MIDDLE OF THE TREAD. THE TIRE COMES WITH 14/32 TREAD <sup>HEIGHT</sup> ~~HEIGHT~~ NEW (.4375"). MY MEASUREMENT IS BETWEEN 21/64 & 11/32 TREAD LEFT. PETE'S ROAD SERVICE MEASUREMENT IS TOTALLY HAYWIRE & WRONG. THEY HAD THE RIGHT REAR (WHICH HAD THE MOST TREAD LEFT) @ 6/32 TREAD LEFT WHICH IS OVER 1/2 WORN OUT. THEY HAVE 2 TIRES AS HALF WORN OUT & 2 TIRES MORE THAN 1/2 WORN (2 @ 7/32, & 2 @ 6/32 TREAD LEFT) THIS IS WRONG AND NOT CONSISTENT WITH LESS THAN 7000 MILES ON THE TIRES. THE PRICE THEY GAVE ME ME FOR ALL FOUR TIRES WAS LESS THAN THE COST OF ONE TIRE

THIS IS TOTALLY UNACCEPTABLE TO ME, (#14641). THEY TOLD ME WHEN I CALLED AND TALKED TO THEM THE PRICE WAS BASED ON WHAT THE WHOLESALE PRICE THAT THEY PURCHASE THEM FOR FROM GOODYEAR. I DIDN'T BUY THEM WHOLESALE I BOUGHT THEM RETAIL THEY COST OVER 180<sup>00</sup> EACH OR MORE THAN 720<sup>00</sup> FOR 4. I STILL HAVE THE CHECK & I'M NOT GOING TO CASH IT BECAUSE ITS TOTALLY UNACCEPTABLE TO ME.


PETE'S ROAD SERVICE RETURNED MY RIMS APPROXIMATELY 3 TO 4 WEEKS AFTER THEY TOOK THEM, AFTER NUMEROUS REMINDER PHONE CALLS THEY BROUGHT BACK MY ORIGINAL RIMS (3) AND ONE ODD BALL RIM THAT DIDN'T MATCH IT WAS 1/2" LESS IN WIDTH AND THE PAINT WAS THE WRONG COLOR. I HAD THIS TRUCK TOTALLY RESTORED IN 1995 AND ALL 4 RIMS WERE STANDARDIZED AND PAINTED TO MATCH THE WHITE OF THE TRUCK. I WENT TO PETE'S ROAD SERVICE AND LOOKED FOR MY RIM BUT COULDN'T FIND IT. I FOUND A RIM THAT MATCHED THE ODD-BALL ONE THEY GAVE ME BUT ~~THE~~ MY RIM WAS NOWHERE TO BE FOUND. PETE'S NEVER SENT THE TIRES TO GOODYEAR AS REQUESTED BY GOODYEAR & MYSELF. BUT TOOK IT UP AND THEMSELVES TO TRY & CHEAT ME OUT OF MY TIRES & RIM.

AT THE TIME OF PURCHASE I PAID FOR 24 HOUR ROAD SERVICE, ASSISTANCE, ROAD HAZARD & LIFETIME TIRE REPLACEMENT & LIFETIME BALANCING OF WHEELS. THE GOODYEAR TIRE & RUBBER COMPANY HAS NOT STOOD BEHIND THEIR WARRANTY THAT THEY SOLD ME. THEY HAVE FRAUDULENTLY SOLD WARRANTIES THAT THEY HAVEN'T HONORED. I HAD TO BLOCK UP THE TRUCK MYSELF. I DON'T CALL THIS ROAD SIDE ASSISTANCE.

THE TIRES ARE THE ONES GOODYEAR REPLACED FOR THE FIRST TIME THEY FAILED IN EXACTLY THE SAME WAY AS THE FIRST SET DID AFTER 7000 MILES AND THEY ARE FAULTY TOO. EVEN PETE'S ADMITTED TO THAT. I HAVE BEEN WITHOUT THE USE OF MY TRUCK FOR 9 MONTHS NOW! IT'S OBVIOUS THESE TIRES & THE ONES BEFORE ARE FAULTY AFTER HAVING FAILED TWICE. THE TIRES COULD HAVE CAUSED MY DEATH HAD I BEEN ON THE FREEWAY WITH MY TRAILER HOOKED ON BEHIND ME. THERE IS NO DOUBT IN MY MIND THE RESULTS WOULD HAVE BEEN CATASTROPHIC, NOT ONLY MY LIFE BUT THE LIFE OF OTHER MOTORISTS AS WELL, ESPECIALLY THIS TIME. I DON'T FEEL GOODYEAR HAS LIVED UP TO ITS RESPONSIBILITY IN THIS MATTER. I PAID FOR ROAD SERVICE & DIDN'T GET IT. I WAS ADVISED TO DRIVE THE TRUCK UNDER UNSAFE CONDITIONS.

I HAVE BEEN A LOYAL GOODYEAR CUSTOMER FOR OVER 30 YEARS AND NEVER HAD A PROBLEM SUCH AS THIS LET ALONE TRUCK.

I STRONGLY FEEL GOODYEAR OWES ME FOR THE TIRES  
PRO-RATED AS OUTLINED IN THE WARRANTIES PROVISIONS &  
COMPENSATION FOR NOT DEALING WITH THIS IN A TIMELY MANNER  
(9 MONTHS & COUNTING), I'VE BEEN WITHOUT THE USE OF THE VEHICLE FOR  
THE WHOLE TIME. TIME SPENT WRITING LETTERS, NUMEROUS PHONE CALLS  
POSTAGE SPENT ON LETTERS TO GOODYEAR DEPT. OF CONSUMER AFFAIRS  
PETES ROAD SERVICE, P.O.T. & SAFETY, PHOTO DEVELOPMENTS, AND MY  
TIME DOING THE WORK I PAID FOR IN ADVANCE FOR ROAD SERVICE  
I'VE PAID FOR THAT SERVICE MANY TIMES IN THE PAST 30 YEARS AND  
THIS IS THE FIRST TIME I'VE HAD TO USE IT AND THEY DIDN'T HONOR  
THEIR WARRANTIES THAT I PAID FOR IN GOOD FAITH. AT THIS POINT  
I DON'T WANT ANY MERCHANDISE I WANT MONETARY COMPENSATION. THERE  
ARE OTHER TIRE COMPANIES OUT THERE WHO ~~WOULD~~ WOULD BE GLAD TO HAVE  
A LOYAL CUSTOMER LIKE MYSELF. ANY HELP THAT YOU COULD GIVE  
IN RESOLVING THESE ISSUES WOULD BE GREATFULLY APPRECIATED

Sincerely,  


BARSTOW, CA  


P.S. I HAVE DETAILED PHOTOS OF THE TIRES IN QUESTION  
BUT UNFORTUNATELY AT THIS TIME I DON'T HAVE THE MONEY  
TO GET REPAIRS MADE I CAN SEND THEM AT A LATER DATE  
IF THEY WILL HELP  
