

 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 100148	
		Date Received: 6/2/05 01-JUN-2005	Repository <input type="checkbox"/> Reference No. 10123733
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	
WEST CHESTER	OH		
Evening Telephone Number			
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an aut. 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		Make	Model
WAUBA24B8XN		Audi	A-6
Model Year		Engines:	Fuel Type:
1999		No: Cylinders	
Date Purchased	Dealer's Name and Telephone Number		State
3/2002	Beachmont Audi		
Original Owner	Dealer's City	Zip Code	
	Cincinnati	OH	6
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	
Automatic	<input checked="" type="checkbox"/> Cruise Control	V-6 engine	
Vehicle Component Code		Multiple Failure:	
200000 WHEELS		3	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Incident Date(s)	Failure Mileage	Failure Speed	Wheel: Borbet TCA/Tire
18-MAY-2005	73,600	35-40mph	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
Bridgestone	Potenza RE750	225/45R17	
DOT No. (Example: DOTM18ABC038)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: Passenger front & back & Driver front	
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	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
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).			
DT: WHILE TRAVELING ABOUT 40 MPH ON NEWLY PURCHASED WHEELS AND TIRES STRUCK A POT HOLE, AND NOTICED AFTERWARDS THE CAR WAS SHAKING AND DROVE HOME. AFTER EXAMINATION, 9 OF THE WHEELS WERE BENT ON A POT HOLE AT A SPEED OF 40 MPH. FELT AS THOUGH VEHICLE WAS NOT SAFE TO DRIVE BECAUSE IT VIBRATED AT A SPEED OF 30 MPH OR MORE. CONTACTED TIRE DEALER, AND WAS TOLD THERE WAS NO WARRANTY. EXPLAINED TO DEALER IT WAS UNLIKELY THAT 3 WHEELS WOULD BEND ON A POT HOLE. BUT TIRE DEALER WOULD NOT GIVE A REFUND. DEALER NOTED THAT MANUFACTURER HAD SIMILAR PROBLEMS WITH WHEELS BENDING. HAD TO HAVE WHEELS REPLACED. BORBET MANUFACTURER WHEELS, GERMAN. *AK (See attached letter)			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
The Privacy Act of 1974-Public Law 93-578 The 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.			

June 12, 2005

Bruce Burnett, Retail Manager
Wayne Leuthold, Wholesale Manager
Cindy Janiak, Customer Service Supervisor

(Since I only have Ms. Janiak's e-mail, please forward to Mr. Burnett and Mr. Leuthold.)

Dear Mr. Burnett, Mr. Leuthold, and Ms. Janiak,

I have received the e-mail letter from Cindy Janiak. My point is the following:

I have chosen the original Borbet CA wheels with the recommended tire choice of 245-45-R17 Bridgestone Potenza RE 750 from Tire rack. I ordered these tires and wheels and received 3 good wheels and one wheel with the wrong lug pattern. Three days later I received the replacement for that wheel with the correct lug pattern. I installed all four wheels and tires. I then went on a road trip to northern Ohio. While the tires are warranted the wheels are not according to your statement. The wheel/tire combination was damaged by a low indentation (pothole) in the right lane of US 30 at the intersection of Rt. 94 to Orrville. The indentation on the driver's side spur was less than the passenger side spur. The following wheels were bent: front passenger wheel, rear passenger wheel, and the driver front wheel. The driver rear wheel was out of balance even so all the weight (5 1/2 oz.) was still on the wheel ----not an acceptable balance on a wheel/tire.

I understand that the wheels have no warranty for pothole damage. The fact that this many wheels failed at a speed of 40 miles per hour points to the distinct possibility that the wheel/tire combination may be to blame on this particular tire rack recommendation. I believe that this is a safety issue and it should be investigated by Tire Rack, Bridgestone, and Borbet.

The fact that these wheels were prone to failure was confirmed by your personnel and by your recommendation to choose a stronger wheel as a replacement. I believe that it is the recommendations of these wheel/tire choices that make you responsible for the cost of replacement. I have further filed a claim with NHTSA to help put light on the safety issue involving the failure of the after market wheels. I have also received comments from a wheel repair shop that more Borbet wheels are in need of repair than any other manufacturer. I hereby ask you in the interest of

safety to recall these wheels and inspect them in conjunction with Borbet and Bridgestone personnel and reimburse me for these wheels. Right now this is a \$600.00 incident where there is no other damage and no injury to life or limb ---- however should I be correct that this is (as I suspect) a safety issue, this would be irresponsible on your part not to act upon this information.

In order to urge you to take action, I have issued a dispute and directive for nonpayment for the replacement set with our GM Master Card account. I look forward to your response.

Cordially,