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2005 JUN 24 AM 10:32

Barrie, ON
Canada

June 10, 2005

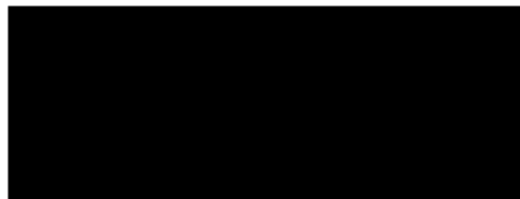
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-210, 400 7th Street, SW
Washington, DC 20590

To whom it may concern:

I am writing to you today to inform you of what I believe to be a serious problem with the model of tire found on my recently purchased vehicle. The attached letter provides all the details.

I thank you for your attention to this matter.

Sincerely,



Maria
6/28/05

As the vehicle was newly purchased, I had received three free "lube, oil and filter packages" (which includes a twenty point inspection). I used one of these free inspections on April 16, 2005 (see photocopied document next two pages). It should be noted that the tire tread and pressure was inspected at this time. The tread depth was measured at 5/32nds and the tire pressure was 35psi. Both passed as checked and okay. The odometre reading at that time was 90,400 km.

Prior to writing this letter, I researched the Internet for recalls/lawsuits regarding this make and model of tire. It seems that from my investigative work, this particular model has not been recalled. However, the catastrophic failure deserves serious attention. While no physical damage occurred to either passengers or vehicle (other than the tire), this could easily have caused multiple fatalities.

On May 20th, the odometre reading would have been approximately 96,000 km. I realize that the life of the tires was approaching its maximum. However, the severity of the failure is why I am writing this letter today. There were no visible signs of deterioration on the tire prior to departure. It had recently passed inspection. There was no inclination of imminent failure.

I can say however, that another of the tires developed a slow leak (no puncture) on the way home. It required stopping approximately every half hour to "top up" the air pressure. On arriving home, it was noticed that a crack was developing on the sidewall of this tire running the entire circumference in a location similar to the failed tire. On arriving home, I "jacked up the truck" to ensure that this tire didn't become completely flat as I wanted to replace these two failed tires as soon as possible the next day.

These tires were replaced. My intention was to replace all the tires at once, but only two were available. While waiting for the next delivery of tires to this service centre, I visually inspected the two remaining tires every time I drove the truck. A week passed, when I started noticing a third tire developing the "cracked ring" on the sidewall. Fearing another failure while driving, I found another service centre and replaced the last two remaining tires on June 7, 2005.

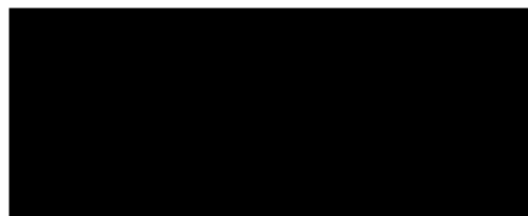
I don't know what action will be taken regarding this make and model of tire. However, as a concerned citizen, I feel an obligation to report this serious safety concern. A copy of this letter is being sent to the following organizations:

1. Dr. Hans-Joachim Nikolin
Commercial Vehicle Tires Division/ Corporate Quality and Environment
Continental Aktiengesellschaft
Headquarters
Vahrenwalder Straße 9
D-30165 Hannover
2. Rob Barr
General Sales Manager
Douglas Ford Lincoln Sales Ltd.
379 Bayfield Street, Barrie, ON L4M 3C5

3. Ford Motor Company of Canada Limited
The Canadian Road
P.O. Box 2000
Oakville, ON L6J 5E4
4. Road Safety and Motor Vehicle
Regulation Directorate
Transport Canada
Tower C, Place de Ville
330 Sparks Street
Ottawa, ON
K1A 0N5
5. U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-210, 400 7th Street, SW
Washington, DC 20590

I hope to hear from you at your earliest convenience. I don't know if this is the first time this has happened with this particular make and model of tire, but I feel that unfortunately, it won't be the last. Hopefully proper measures are undertaken to ensure that no fatalities occur from any possible future tire failures. I thank you for your attention to this matter.

Sincerely,



[REDACTED]
Barrie, ON
Canada
[REDACTED]

June 10, 2005

Complaints Department
General Tire
215 Rowntree Dairy Road,
Woodbridge, ON
L4L 8B8

To whom it may concern:

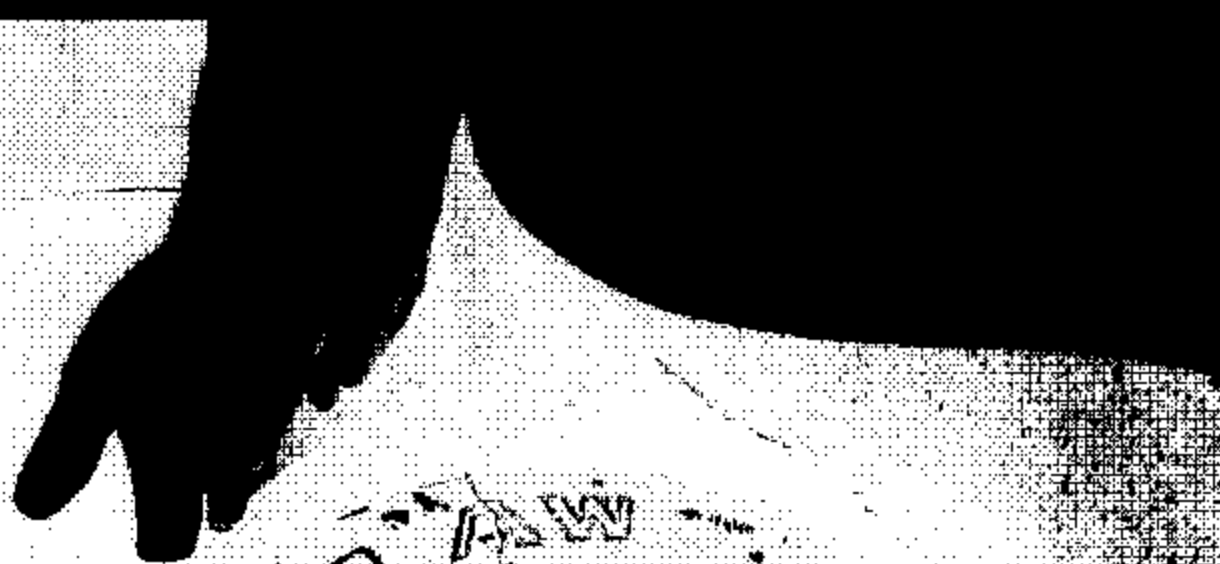
I am writing this letter to express my serious concerns regarding one of your products, which I consider to be defective.

During the month of February, 2005, I purchased a used vehicle from Douglas Ford Lincoln Sales Ltd. in Barrie, Ontario (2001 Ford F150 4X4, 5.4L V8, VIN 1FTRW08L51KE36393) which had approximately 83,465 km on it. The tires (which I believe were original) were your Grabber AW P25575R16 model. The reason I say were, is because of the serious nature of tire failure that occurred on May 20, 2005.

I was driving on a paved highway just south of Elk Lake on Highway 65 at approximately 11:45 am. The weather conditions were sunny and warm (possibly 20°C). Traffic conditions were extremely light. Travel speed was approximately 80 km/hour and I was towing a luggage trailer with one canoe tied to its top. Weight in the vehicle comprised of two men and assorted backpacks for a canoe trip for a week.

We had last stopped outside of New Liskeard to take some pictures for about 3 minutes and previously before that in North Bay (approximately 150 km south) for about 30 to 45 minutes. Total distance traveled from New Liskeard to tire failure was about 65 km.

What happened next can only be described as a loud explosion from the rear passenger side tire. As we were only about a kilometre from Elk Lake and it was almost lunchtime, there happened to be a couple of homeowners sitting outside whom immediately came over. Their description of the incident was that they thought that a gravel truck had dumped/lost its load on the highway. Please see picture next page.



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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).**