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Huntington Beach, CA  
August 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 purchased a new 2004 Ford Ranger XLT in November 2004 from Theodore Robins Ford in Costa Mesa, CA. The truck had a set of Continental Tires on it when purchased. I left on a six week road trip on June 5 to Virginia Beach, VA, Plymouth, MA, Niagara Falls, NY, Springfield, MO and returned home to Huntington Beach on July 19.

On day two of the trip, June 6, while driving through Arizona, the right rear tire came apart on I-40 East. The blow out caused me to severely swerve right, onto the shoulder, then come back out onto the freeway and cross the center line into the left lane before I got the truck under control. I was lucky no one was around me and luck would also save me from rolling the truck at 70 mph. I have taken several trips of long distances over the past eight years, the last one in 2003 in my 2002 Ford Ranger XLT to Spokane, WA, Myrtle Beach, SC and back home to Huntington Beach, CA. I travel... A LOT... in my vehicles; I'm retired and wanting you aware of the fact that I know the grind of trips by automobile, the safety precautions needing addressed and pre-trip checks.

The blown tire looked like it had come unglued at the sidewall (picture enclosed) and "decapitated." AAA came out and got me fixed with my spare, a mismatched black-wall Continental full sized tire. Since there were no matching whitewall Continentals at Alley's Tire and Lube on Navajo Boulevard in Holbrook, AZ, and needing another spare before moving on, I conceded to the purchase of a Cooper tire. You ever been to Holbrook, AZ?

The next day while back on the road I was "bugged" by the way the tire had come apart. I stopped to "kick" the tires and examine them a bit closer. The right front had a bulge on the sidewall. I drove another 100 plus miles, pulled into an Amarillo, TX, Ford dealership and they referred me to a shop dealing in Continental tires. After examining and testing the bulging tire, Discount Tire Co., Inc. concluded the tire was defective and called Continental. Continental told Discount Tire to put a new mismatched Continental tire on my truck, since they didn't have a matching one anywhere in the greater Amarillo! I guess to go along with my mismatched Continental spare and new \$97.77 Cooper.

I told the Discount tire dealer to take all the defective Continentals off my truck, including the spare, put the Cooper underneath the truck in the spare slot, put new Michelin truck tires all around, call Continental, who after 100 years of technology in tires, that are producing this garbage, that Theodore Robins Ford sold me, that the U.S. Department of Transportation of National Highway Traffic Safety Administration think are safe too take their tires and stick them where the sun don't shine. I was HOT!! These tires had damn near got me killed. And I'm supposed to just keep piece-mealing Continental tires on my truck as they blow out one by one over the course of a six week trip across the United States?! Continental Tire Company should

*Heather*  
8/22/05

have thought that maybe there was a problem with this series, changed out all of my tires and had wanted to take a look at this set of tires themselves after two had failed out of four in the course of two days, in my honest opinion.

Here is what you can do for me Continental Tire Company: send me a \$518.19 check I had to spend changing out your cheaply produced garbage for some dependable one's from the Michelin Tire Company.

This is my last Ford pick-up truck ('49, '65, '95, '99, '02, '04). I have been driving them my whole life. Ford Motor Company saving a buck here and there is selling Ford customer's down the river. We have already been through one tire recall with the company... and it doesn't look like it got fixed! Can you say Toyota?

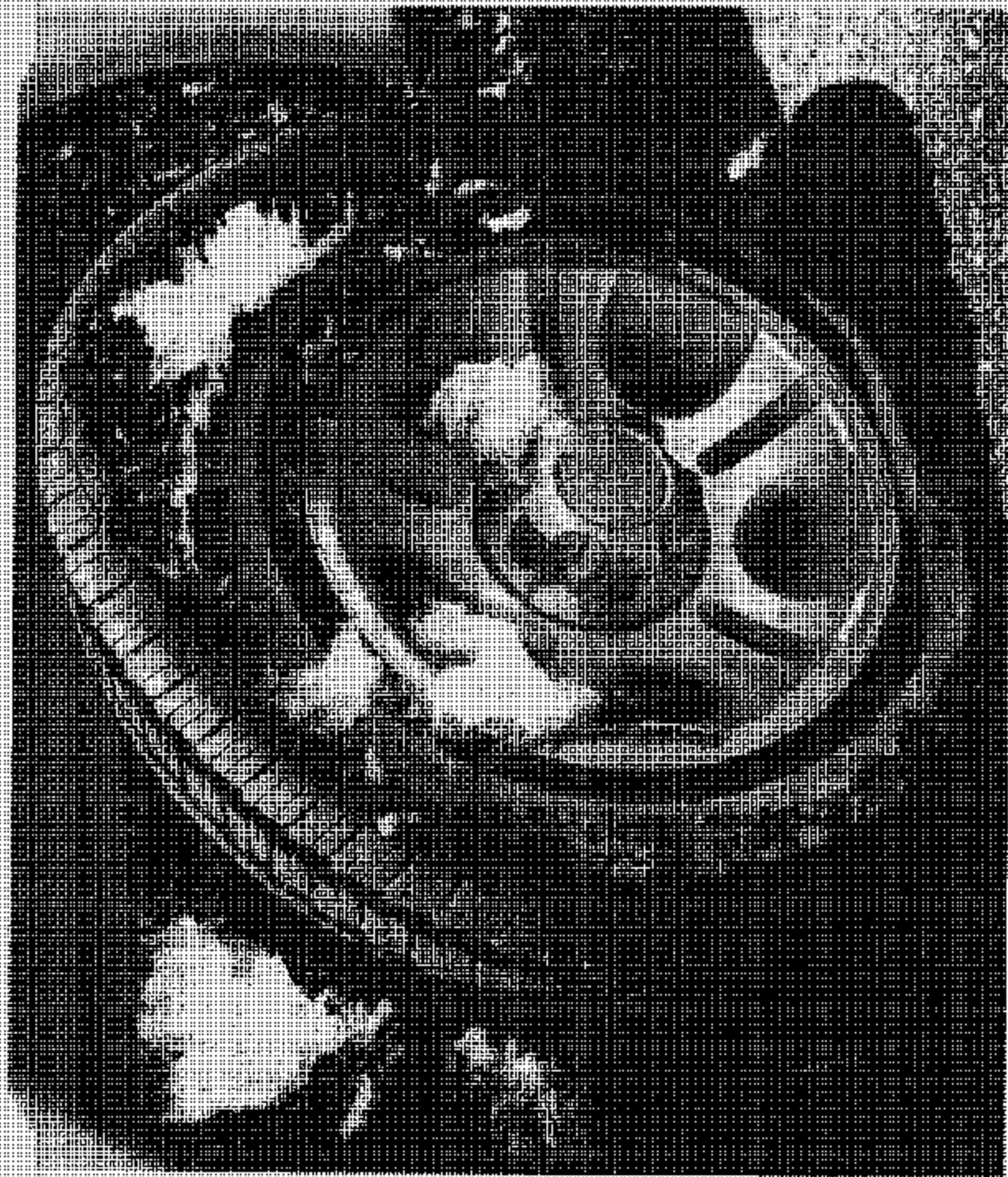
cc.

Continental Tire North America, Inc.  
1800 Continental Blvd.  
Charlotte, NC 28273

Theodore Robins Ford  
2060 Harbor Blvd.  
Costa Mesa, CA 92628

inc.

1. Photo of blow out tire (#1)
2. Cooper Tire purchase receipt
3. Discount Tire Co., Inc., tire purchase receipt and product number of defective Continental tire (#2)



**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).**