

10165859

August 9, 2006

[REDACTED]  
[REDACTED]  
Atchison, KS [REDACTED]  
[REDACTED]

U.S. Department of Transportation  
400 7<sup>th</sup> Street, S.W.  
Washington, D.C. 20590

Dear Sirs;

Enclosed you will find a copy of a letter and photos of a set of 4 tires. The letter is to the TBC Private Brands company. The photos are of a set of tires taken off my car. These tires were manufactured by General Tire for TBC under the name Multi Mile. I think they were manufactured in 2002. You should be able to confirm this by the DOT code on the tires. The code is in the letter and also in a close up in the photos. As you can see, the tires suffered what I would call catastrophic failure.

You may have other people turn in reports of these tires. I cannot believe that I am the only one who has had problems with these tires. The letter is self explanatory. I hope this helps you get these unsafe tires off the road.

Sincerely,  
[REDACTED]

*Mania*  
*8/16/06*

August 9, 2006

[REDACTED]  
[REDACTED]  
Atchison, KS [REDACTED]  
[REDACTED]  
[REDACTED]

TBC Private Brands  
P.O. Box 18342  
Memphis, TN 38181

Dear Sirs;

In July of 2005 my wife and I purchased a 1997 Lincoln Continental with only 52,000 miles on it from a used car dealer. The car had a set of Multi Mile Grand Am LXE tires on it. The tire size was P225 60 R 16 97S. Whitewalls. The DOT number on the tires was A 3X0 3M3 2702. When we first got the car we noticed a "bounce and wobble" at 30 mph and 58 mph. I took the car to a Ford/Mercury dealer who checked out the tires by putting them on a machine which checked the tires while spinning. They said that the tires were out of round (center bead not really in center of tire). The tech said that the tires had a lot of tread left and if we could live with a little bounce at certain speeds we could continue to run the tires and replace them if they got a lot worse; or he would be glad to sell us new tires, our choice. Since there was so much tread left, we decided to run the tires a little longer. He put the best two tires on the front so that we wouldn't feel the "bounce and wobble" as bad.

The tires gradually got worse and by Tuesday, July 11, 2006, my wife and I noticed the car feeling "bouncy and wobbly" as we drove at a slow rate of speed through town. I told my wife that the tires needed to be replaced and that I would check the next morning at the local Firestone store. I had to do this in the morning because I had to take my 88 year old mother to a hospital some 45 miles away in the afternoon. Firestone was too busy to get new tires on in that morning (Wednesday, July 12, 2006) so I scheduled my car in the next day (Thursday, July 13, 2006). I thought that one more day wouldn't hurt anything. Little did I know!

On Wednesday, July 12, 2006, my wife and I picked up my mother and began to drive to the hospital at about 65 mph. About halfway there we heard something hitting the underside of the car. We stopped and got out. The right rear tire was shedding its tread on

the inside groove where it could not be readily seen. I drove at 45 mph the rest of the way. While I stayed with my mother, my wife took the car to a nearby garage. The mechanic put the "donut" spare on the right rear and looked at the other tires. Two more tires had cord showing on the inside groove. He told us we would be lucky to get home. I drove 45 mph the rest of the way home and, indeed, felt lucky to get there.

The next morning, Thursday, July 13, 2006, I had 4 new tires put on at Firestone. The tech at Firestone measured the tread and said that the tires had 6/32nds, or half of the tread remaining. This would make sense assuming that the original owners drove the factory tires 40,000 miles and then replaced them with your tires at that point. They then traded the car in at 52,000 mi and we bought it and drove it for a year and put about 10,000 miles on the car (62,466 the day the new Firestones went on). That would be about 20,000 miles on your tires, or about half tread.

I called the DOT that afternoon and found that the tires had been manufactured by General Tire in 2002. I then called you and was told that since I was not the original buyer of the tires, that there would be no reimbursement. I believe that this is unfair. I always kept these tires properly inflated. If the tires had failed due to neglect or road hazard, I could understand your position. But this was catastrophic tire failure. That indicates a manufacturing defect. Everyone in my car could have been injured or killed.

In my opinion, you should reimburse me at least half of the cost of my new tires. The total on them was \$497.71 (copy of invoice enclosed). If that is not possible, then at least half of the cost of a new set of your Multi Mile tires of this size and type.

I am enclosing a set of photos of these tires. I am also sending a copy of this letter and another set of photos to the DOT.

Your prompt attention to this matter will be sincerely appreciated.

Sincerely,











