

(TO)

11/19/2007

Attention:

Mr. Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement.

(FROM)

[REDACTED]
Bowling Green, S.C. [REDACTED]

NVS-216 aae
Ref.# 10203785

PS. A copy of this letter is also
sent to CNN Atlanta, GA.

[REDACTED]



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

P. 102

CL-10203785-1843

1200 New Jersey Avenue SE
Washington, DC 20590

2007 SEP 24 2007/NOV 38 AM 11:13

Recd. 9/28/2007

[Redacted]
Bowling Green, SC

NVS-216 aae
Ref. # 10203785

Dear Mr. [Redacted]:

Thank you for your correspondence dated August 6, 2007, concerning your Continental tires size P225/50R17 equipped on your model year (MY) 2006 Chevrolet Malibu. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on September 17, 2007.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to Continental P225/50R17 tires sidewall cracking. At this time, there are no other complaints in our database therefore insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

11/19/2007: Why should your database have more than one complaint for you to start ^{an} investigation. If Jane Doe reports Rape by John Doe would you wait for John Doe to report Rape before starting an investigation. ??? many motorists are probably riding on the said tires and have no clue that they are defective.



*AA
11/28/07
LJS*

P. 2 of 2

US Dept. of Transportation

Recd. 9/28/2007

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

Ronald B. Fields

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

A recent survey has found that 65% of the American work force is deemed to be functionally illiterate, and would not even recognize the defect as I did.

I was born and educated in British Guiana (Guyana) S.A. and had an outstanding career in law enforcement here. I am presently a systems specialist with an outstanding background in Industrial Electricity.

The Chevrolet Dealer did not turn over the defective tires to Continental Tire after replacing them from my car. This is called a COVER UP:

I am still recommending that your Organization use ~~my~~ information and proceed with the investigation for RECALL

10-19-2007

(5) Pages Attached
11/19/2007 4:55pm



Recd. 9/25/2007

State of North Carolina

ROY COOPER
ATTORNEY GENERAL

Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001

CONSUMER PROTECTION
Toll Free In NC
(877) 566-7226
Outside of NC
(919) 716-6000
Fax: (919) 716-6050

September 24, 2007



Gastonia, NC

RE: File No. 0710042
Continental Tire Corp.
1800 Continental Blvd
Charlotte, NC 28273

Dear Mr. [REDACTED]:

As you know, we wrote to Continental Tire Corp. in an attempt to resolve your complaint. Enclosed is a copy of their reply.

Please review their letter, and let us know if their response is satisfactory. If not, you should send us your reply as soon as possible. Please include File Number 0710042 so that we can easily locate your file.

Very truly yours,

George H. Leggett, Investigator
Consumer Protection Specialist

CONSUMER PROTECTION SECTION

Enclosure

11/19/2007

Reply from [REDACTED]

I am sending you a copy of a letter I received from the U.S. Dept. of Transportation regarding this matter. Please read my comments, and act accordingly. The Chevrolet dealer did in fact replace the (4) defective tires but failed to turn over the defective ones to Continental. This is called A COVER UP. Please continue the investigation and proceed with the RECALL:

Continental TIRE

Customer Relations

September 17, 2007

Department of Justice
Attn: Mr. George H. Leggett
9001 Mail Service Center
Raleigh, NC 27699-9001

RE: File No. [REDACTED]

Dear Mr. Leggett,

We have received your correspondence dated September 10, 2007. We have carefully reviewed the complaint regarding [REDACTED]. On September 5, 2007 our department called McKenney Chevrolet in Belmont, NC to get an inspection report on the tires that had been replaced. Cliff, in their service department, advised our representative that the tires on [REDACTED] 2006 Chevy Malibu had cracks near the bead area. Cliff said the dealership replaced all four of [REDACTED] tires at no cost to him.

Our service center has no record of the tires being sent to them for inspection. We consider this matter closed.

If additional information is required or you have any questions, you may contact me directly by calling (704) 583-8790 or fax (888) 847-3329 or e-mail joan.marcelli@conti-na.com.

Best Regards,

Joan Marcelli/bwr
Joan Marcelli
Manager/Customer Relations
Continental Tire North America

JMM/bwr
5071494091

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

800-847-3349

(NOTE) 11-19-2007
The Chevrolet Dealer, did not
turn over the (4) defective tires
to Continental Tire, this is
called a COVER UP.

[REDACTED]
CR-07-43

Gastonia, N.C.
July 28th. 2007

HOME

Mc KENNEY CHEVROLET
6746 Wilkinson Blvd.
P.O. BOX 708
Belmont, N.C. 28012
(704) 825-3306

Attention:
Mr. Don Willis, General Manager
Mr. Ken Waters, Sales Manager

2006 (NEW) CAR BLACK CHEVROLET MALIBU, 4 DOOR, STOCK# 6198, KEY# G2001
VIN# 1G1ZU53816F Purchase Date August, 2006, (CASH)

SUBJECT: On 7/28/2007, Four (4) defective tires found on car, while
performing routine inspection. (DEFECT IN MATERIAL & WORKMANSHIP)

Mr. Don Willis
Mr. Ken Waters

This is to inform you, that while I was performing routine inspection on the above mention vehicle at my above stated address on Saturday July 28th. 2007, I found defects on all four tires, which are of a similar nature.

These defects are of such, that a likelihood of a tire blowout is eminent. I immediately went to SEARS AUTO CENTER in Gastonia, N.C. for a review of the said tires, who advised me to contact the dealership immediately. Prior to contacting Sears, I tried to contact your office by telephone, but without success.

I must further inform you that [REDACTED] (co-owner) of the said vehicle, have sent an E-MAIL to your office on 7/28/2007, informing you of the defective tires, and that I will be at your office on Monday 30th. July, 2007, between the hours of 9.00 A.M. and 10.00 A.M.

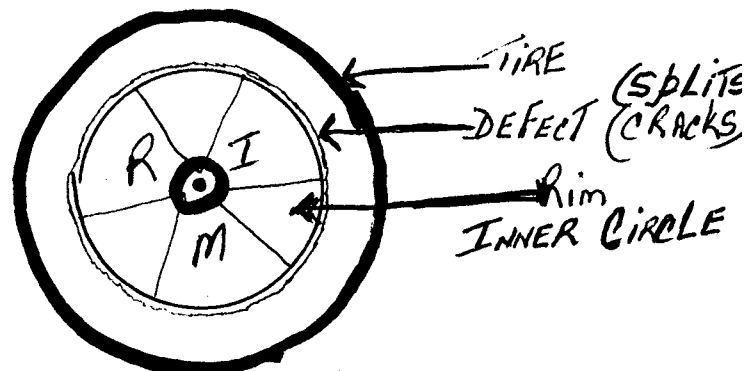
THIS IS A PICTORIAL DIAGRAM OF THE TIRE WITH DEFECT:

TIRE MANUFACTURERER:,,,,Continental
TIRE SIZE:.....225 X 50 X 17

I can be reached by phone at
[REDACTED]
[REDACTED]

(NOTE)

There should be a RECALL of these tires;



TYPICAL FOR (4) TIRES:
The defect encircles the entire tire.