



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Repository ☐

2007 DEC 12 AM 8:48
14-NOV-2007

Reference No.
10208926

OWNER INFORMATION (Type or Print)

Name

Address

City

MONROE

State

MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or 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

KL5JD52Z

Make
SUZUKI

Model
FORENZA

Model Year
2004

Date Purchased
01-MAR-05

Dealer's Name and Telephone Number

Engine:
No: Cylinders 4

Fuel Type:
Gas

Original Owner
☒

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☐ Cruise Control

Powertrain
ALL WHEEL DRIVE

Vehicle Component Code
190000 TIRES

Multiple Failure: 0

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
28-JUN-2007

Failure Mileage

Failure Speed
0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
HK

Tire Model (Name or Number)
S300

Tire Size (Example P215/65R15)
T135/90R17

DOT No. (Example: DOTM19ABC036)

☒ Original Equipment
☐ Prior Repair

Failure Location: DRIVER SIDE FRONT

Tire Component Code
190000 TIRES

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured
0

Number of Deaths
0

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).

TL*THE CONTACT OWNS A 2004 SUZUKI FORENZA. THE VEHICLE HAS HANKOOK OPTIMO, SIZE P195/55R15-84V TIRES (NA). THE CONTACT STATED THAT THERE SHOULD BE A RECALL FOR THE TIRES BECAUSE THEY WERE MANUFACTURED IN CHINA. THERE HAD BEEN NO FAILURE TO DATE. THE DOT NUMBER WAS UNKNOWN. THE CURRENT MILEAGE WAS 14,480.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This 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.

November 27, 2007

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

Thank you for your standard form letter in response to my product safety concern. The complaint is made due to concerns with family safety, constant slow air leaks, poor wear and quality of foreign production of these tires. Tire rotation has been done on a regular basis at the suggestion of the dealer, due to a fraying problem they were seeing on this brand of tires. These tires are the **original equipment** on the vehicle and I feel they should be replaced.

When it was announced on national television that there is a recall on tires made in China and also when reading it on the internet (see attached), I called the national Suzuki customer service in California on June 29, 2007. Although there have been two other recalls on my vehicle – to this date none have been on the tires. Not always getting a return call from Suzuki, I have called in Aug, Oct, and Nov. checking on this recall matter.

I have contacted NHTSA, since I am under the hopeful impression that this is an American government agency, who is supposed to be looking out for the safety of the American citizen, who is having a problem with a **substandard Chinese product** on the highway.

After looking over the questionnaire received from your agency, I certainly hope it will not require a crash, fire, person being injured, or a death **BEFORE** a recall on these tires is done.

Respectfully,

A large black rectangular redaction box covering the signature and name of the sender.



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because your family
may depend on it one day.

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10-Yr Level Term	35	\$1
Life Insurance	40	\$2
\$500,000 Policy	45	\$3
(monthly premiums)	50	\$4

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Chinese tire recall to start Monday

New Jersey tire importer will begin replacing defective tires, but only until they run out of money.

June 28 2007: 12:08 PM EDT

NEW YORK (CNNMoney.com) -- The company that imported Chinese tires at the center of a recall demand by the National Highway Traffic Safety Administration will recall the tires and replace them until the company, Foreign Tire Sales (FTS), has run out of funds.

A lawyer for FTS said the company will begin notifying owners of the tires on Monday and will continue the recall until the company has run out of money.

Once the company has replaced as many of the tires as it can, the company will have to declare bankruptcy.

Lawrence Levigne, the attorney representing the New Jersey-based distributor of the imported tires, estimated that the company has enough funds to replace about 10 percent of the 450,000 tires that may be defective.

The tires, made by China-based Hangzhou Zhongce Rubber Co., have an insufficient or missing gum strip, a rubber feature that helps prevent steel belts inside the tire from separating or from damaging the rubber.

FTS alerted NHTSA to the problem in an official document filed in June. NHTSA responded by ordering a recall. Failure to recall the tires could result in fines for the importer, NHTSA reminded in a letter faxed to the company yesterday.

"At the risk of putting ourselves out of business, this company did the right thing and we reported [the problem]," said Levigne, who faults NHTSA for not doing more to help the company correct the problem.

Heather Hopkins, a spokeswoman for NHTSA, responded that NHTSA does not have the resources to help companies carry out recalls even if it puts the company at an extreme financial hardship.

"We don't have the mechanism to pay for a business to continue being in business," she said.

In statements made to the *New York Times* and *Wall Street Journal*, Hangzhou Zhongce has denied that the tires are defective.

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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216cg

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the drivers door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.
Thank you for your cooperation.

Sincerely,

Ronald B. Fields, Chief
Correspondence Research Division
Enforcement

Enclosure: VOQ

