

Assign For Response

CL-10214623-5464

2008 APR -1 AM 9:00

From: [REDACTED]
Sent: Thursday, March 27, 2008 9:52 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: [~103980] Online Complaint

Mr. [REDACTED]
I have reviewed the complaint for [REDACTED] (VOQ#10214623). I reviewed all the data we have related to her tire complaint. Currently her complaint is the only VOQ on file for that particular tire. There are no property damage claims and no warranty reported in the EWR data. Due to the lack of supportive information it will be very difficult to show a safety defect trend and therefore it will not be necessary to retrieve [REDACTED] tires.

[REDACTED]
Safety Defects Engineer
Office of Defects Investigation
National Highway Traffic Safety Administration
United States Department of Transportation
[REDACTED] Toll-Free

[REDACTED] Voice
[REDACTED] Fax

Comments for Whiten

3/27/2008

NM
3/10/08
KR

[REDACTED]

From: [REDACTED]
Sent: Wednesday, March 19, 2008 4:01 PM
To: [REDACTED]
Subject: FW: [~103980] Online Complaint

-----Original Message-----
From: NHTSA.HotlineTelesis
Sent: Wednesday, March 19, 2008 3:52 PM
Cc: [REDACTED]
Subject: Re: [~103980] Online Complaint

The Contact filed a complaint online in January 2008 for her tires. She still has the tires that were defected and is requesting someone from ODI contact her to let her know whether she should keep the tires or dispose them.
Contact Information:

[REDACTED]
RIVERSIDE, CA [REDACTED]
EMAIL- [REDACTED]
TELEPHONE NUMBER - [REDACTED]
ODI NUMBER - 10214623

*Will Respond
20 Mar 08 @ 1020*



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

13-JAN-2008

Repository ☐Reference No.
10214623**OWNER INFORMATION (Type or Print)**

Name

Address

City RIVERSIDE

State CA

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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KNAFE122445Make
KIAModel
SPECTRAModel Year
2004Date Purchased
03-SEP-04

Dealer's Name and Telephone Number

Engine:
No: Cylinders 4Fuel Type:
GasOriginal Owner
☒

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC☐ Antilock Brakes
☐ Cruise ControlPowertrain
UNKNOWNVehicle Component Code
190000 TIRES

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATIONIncident Date(s)
29-DEC-2007Failure Mileage
42612Failure Speed
70**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**Tire Make
SUMITOMOTire Model (Name or Number)
SUMITOMOTire Size (Example P215/65R15)
19560R15DOT No. (Example: DOTM19ABC036)
VWCB3KDR0406☐ Original Equipment
☐ Prior Repair

Failure Location: PASSENGER SIDE FRONT

Tire Component Code
190000 TIRES

Tire Failure Type TREAD SEPARATION

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 ☒ NoNumber of Persons Injured
0Number of Deaths
0Reported 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).

ON 10/27/06 (@ 30,048 MILES) I PURCHASED 4 TIRES (SUMITOMO HTR H4; P195-60-R15; 87H M+S). ROTATION OF THESE FOUR TIRES OCCURRED @ 34,917 MILES. ON 7/27/07 A DRIVER'S SIDE TIRE WENT FLAT AND WAS REPLACED WHERE I ORIGINALLY PURCHASED THEM. DRIVING OFF THE FREEWAY DAMAGED THE TIRE INTO TWO PIECES (SIDEWALL STILL ATTACHED TO RIM), SO DETERMINING WHAT CAUSED THE FLAT WAS FRUITLESS. NEXT SERVICE OCCURRED @ 41,640 MILES AND INCLUDED ROTATION AND ALIGNMENT. THEN ON 12/29/07, THE REAR PASSENGER TIRE WENT FLAT, ALTHOUGH THE TREAD LOOKED FINE WITH NO VISIBLE PUNCTURES. APPX THREE HOURS LATER, THE FRONT PASSENGER TIRE WENT FLAT AND THIS TIME DAMAGE WAS VISIBLY SEEN ON OUTSIDE SIDEWALL OF TIRE. AGAIN, NO VISIBLE PUNCTURE ON TREAD. I STILL HAVE THIS TIRE. *TR

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.