

Whitehall, MI

2008 JAN 22 AM 9:15
2007 JAN 17 P 11:30

January 9, 2008

NHTSA Headquarters
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

Re: General Ameri-G4S Tire Complaint

On 10/20/04, the Grandville, MI, Mazda dealer replaced the tires on my '01 Mazda 626 with General Ameri-G4S tires (see enclosed Borgman receipt showing actual 66,805 mileage at that time).

On 10/3/07, those tires passed inspection by the same dealer, at 113,618 miles, as the "Full Circle Service Report Card" indicates.

On 12/25/07, at 117,500 miles/38 months after purchase, the sidewall of the rear right tire split in two separate areas, as the enclosed photo shows, and within five minutes of pulling off the highway, the tire was completely flat.

Upon inspection, the start of similar cracking was found on the left rear tire.

The next day, 12/26/07, General Tire referred me to Discount Tire for warranty service. There my husband was informed that the warranty does not apply to this type of damage.

In the 35-plus years that both my husband and I have been driving, we have never had a tire's sidewall wear out, even in tires with over 100,000 miles nearly thread-bare treads. Unlike our older vehicles, this car is garaged on nights and weekends.

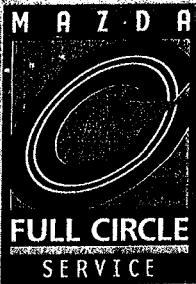
We have serious concerns about the safety of these tires and hope that, based on the enclosed photos and receipts, you will be able to provide an explanation – and preferably issue some type of warning to other unsuspecting owners. We feel very fortunate that this occurred at a time when both my husband and adult son were with me.

Sincerely,



Enclosures: (6)
cc: General Tire
Borgman Mazda

MC
01/22/08
KB



FULL CIRCLE SERVICE REPORT CARD

1631636

Customer Name: [Redacted] Phone: [Redacted] E-Mail: [Redacted]

Date: 10/3/07 License: [Redacted] Year/Model: 626

VIN: [Redacted] RO/Tag#: [Redacted] Mileage: 113618

INSPECTION RESULT - OK **WILL REQUIRE FURTHER ATTENTION** REQUIRES IMMEDIATE ATTENTION

Inspect Each Service Info. / Estimate Check Tires/Measure Tire Tread Depth

<input type="checkbox"/>	Window washer fluid level	
<input type="checkbox"/>	Automatic transmission fluid level/condition	
<input type="checkbox"/>	Brake fluid level/condition	
<input type="checkbox"/>	Power steering fluid level/condition	
<input type="checkbox"/>	Coolant recovery reservoir fluid level/condition	
<input type="checkbox"/>	Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)	
<input type="checkbox"/>	Windshield for cracks, chips and pitting	
<input type="checkbox"/>	Operation of horn, interior and exterior lights	
<input type="checkbox"/>	Windshield washer spray and wiper operation	
<input type="checkbox"/>	Cooling system for visible leaks and damage	
<input type="checkbox"/>	Oil and/or fluid leaks (Specify _____)	
<input type="checkbox"/>	Constant velocity (CV) drive axle boots (if equipped)	
<input type="checkbox"/>	Exhaust system (leaks, visible damage, loose parts)	
<input type="checkbox"/>	Drive belt(s)	
<input type="checkbox"/>	Steering, steering linkages/wheel end play/bearings	
<input type="checkbox"/>	Suspension (shocks/struts for bounce/leaks/damage) <i>REAR STRUT LINK</i>	
<input type="checkbox"/>	Brake lines, hoses, parking brake	
<input type="checkbox"/>	Battery terminals (clean, if necessary)	
<input type="checkbox"/>	Clutch operation (if equipped)	

Tire Pressure Set to Factory Recommendation

LF 6/32 RF

LR RR

50% or more remaining (Above 6/32")

20% - 50% remaining (4/32" - 6/32")

Less than 20% remaining (3/32" or less)

Measure Front / Rear Brake Linings

LF RF

LR RR

Brake Measurements Not Taken This Service Visit

50% or more remaining (Above 5mm Disc / Above 2mm Drum)

20% - 50% remaining (3mm-5mm Disc / 1.01mm-2mm Drum)

Less than 20% remaining (Less than 3mm Disc / 1mm or less Drum)

Check Battery Performance

Good Bad

Actual Cold Cranking Amps and/or attach test results: 515

Recommended Additional Services

<input type="checkbox"/>	<input type="checkbox"/>	Rotate Tires	
<input type="checkbox"/>	<input type="checkbox"/>	Air Filter	
<input type="checkbox"/>	<input type="checkbox"/>	Wiper Inserts	
<input type="checkbox"/>	<input type="checkbox"/>	Tire Repair	
<input type="checkbox"/>	<input type="checkbox"/>	Brakes (Specify)	
<input type="checkbox"/>	<input type="checkbox"/>	Full Factory Warranty in Effect	
<input type="checkbox"/>	<input type="checkbox"/>	Vehicle Service Contract	
<input type="checkbox"/>	<input type="checkbox"/>	CPO Extension	
<input type="checkbox"/>	<input type="checkbox"/>	Other	

Customer Signature _____



12/26/07

Canfield

L Rear

General Ameri G4S





**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**