



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
AM 11: 23-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 29-JUL-2008
Repository:
Reference No.: 10236298

OWNER INFORMATION (Type or Print)

Name: [REDACTED] Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Address: [REDACTED]
City: OCOLA State: FL Zip Code: [REDACTED] Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of a signature, your name or address to the vehicle manufacturer. YES NO
Signature of Owner: [REDACTED] Date: 08/10/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1G6KD54Y9L [REDACTED]
Make: CADILLAC Model: DEVILLE Model Year: 2000
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Transmission Type: [REDACTED] Antilock Brakes Cruise Control Powertrain: [REDACTED] Vehicle Component Code: 190000 TIRES
Multiple Failure: [REDACTED]

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 22-JUN-2008 Failure Mileage: 78000 Failure Speed: 55

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: VOGUE Tire Model (Name or Number): CUSTOM BUILT RADIAL IX Tire Size (Example P215/65R15): P225/60R16
DOT No. (Example: DOTM9ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: DRIVER SIDE FRONT ALL Four tires
Tire Component Code: 191000 TIRES:TREAD/BELT Tire Failure Type: TREAD SEPARATION

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 2000 CADILLAC DEVILLE. WHILE DRIVING AT 55MPH SHE FELT THE VEHICLE WAS OUT OF BALANCE. THE DEALER STATED THAT THE FOUR TIRES HAD TREAD SEPARATION. THE TIRES ARE MANUFACTURER BY VOGUE, LINE CUSTOM BUILT RADIAL, SIZE 225-60-R16 THE DOT NUMBER WAS UNKNOWN. THE MANUFACTURER REPLACED THE TIRES. THE TIRE FAILURE MILEAGE WAS 22,940. THE VEHICLE FAILURE MILEAGE WAS 78,888 AND THE CURRENT MILEAGE WAS 80,000.

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 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.

08/11/08

Statement

We have owned this car since 03/2000. We have about 80,547 miles on the car now & this is our "4th" set of Vogue tires which are guaranteed for 80,000 miles for each set. We've never got anywhere close to that number. The set that failed so badly had 22,940 miles on them with great thread showing but all four tires showed damage.

^{04/22/08} The tires were rotated a week before our trip from Ocala Fl. to Wheeling W Va 1141 miles. I wasn't driving my husband [redacted] did the whole drive but complained about the handling. After a late night arrival, the next morning I got on the phone to have some one look at them, for what we thought would be a balancing only to find out, they were in no condition to be driven. We had to wait three day for the replacement tires & had to rent a car.

When the tires were taken off the car, I took the enclosed pictures. I was told the defected tires were being taken to Pgh. Pa. in a few days. I do not know where they are now.

The reason I'm writing this is if we had gone a few more hundred miles or didn't do anything til we got back home. I'm sure neither of us would be here to tell the tale plus who else we would of taken with us. There needs to be a national recall on this product, they are dangerous.

We have a new set of Vogue Tires on the car now, no charge, from Vogue. In the future I will insist who ever removes the tires for rotating I'll be there to check them myself. I was told by the representative of Vogue Tires that Goodyear out of Fayetteville, N.C is the manufacturer.

Thank you for your time & I hope some good results.

Sincerely
[redacted]

MATERIAL ADDITIONAL

REPAIR ORDER

QUAN.	PART NO.	NAME OF PART	SALES AMOUNT	COST
		[REDACTED]		
		1-800 323-1466		
		[REDACTED]		
		[REDACTED]		
		date of tires		
		PJXO 40LR 0305		
		380¢		
		410¢		
		300¢		
		This is a copy of the paper work of the tires taken off our car. This could be the DOT # needed		

2

AMERICAN TIRE INC.

29th & Chapline St.
Wheeling, W. VA. 26003
(304) 232-8660

58607

Name: [REDACTED]

Address: [REDACTED]

Phone No. [REDACTED] Date: 6/24/08

Odometer Reading: 18888 Serial No. [REDACTED]

MAKE AND MODEL: 00 Cadillac LICENSE NO. AND STATE: MOTOR NO.:

INSTRUCTIONS: LUBRI-CATE CHANGE OIL FLUSH TRANS. FLUSH DIFF. WASH POLISH

225 60R16 Vogue

166KD54V

794 V [REDACTED]

ACCESSORIES	AMOUNT	F. S.	Total Labor
			Total Parts
			Environmental Charges
			Gas, Oil, Grease
			Accessories
			Tires, Tubes
			Outside Work
			TOTAL
			TAX
			TOTAL AMOUNT

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto.

Work Authorized by _____ Date Promised _____

Delivered to _____ Date Delivered _____



Massey Cadillac-Saab



Goodwrench Service

NORTH

4241 North John Young Parkway
Orlando, Florida 32804
(407) 299-6161

SOUTH

8819 South Orange Blossom Trail
Orlando, Florida 32809
(407) 438-3838



CUSTOMER NO.	ADVISOR VOGUE TYRE AND RUB 8082	TAG NO.	INVOICE DATE 02/17/05	INVOICE NO. CDCS664383
	LABOR RATE	LICENSE NO.	MILEAGE 55,948	COLOR BLACK/
	YEAR / MAKE / MODEL 00 / CADILLAC / DEVILLE / 4DR SDN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 6 K D 5 4 Y 9 Y U		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/17/05	
REPAIR ORDER NO.	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES

LABOR
J# 1 17CDZ *TIRES/WHEELS TECH(S) 8082 0.00
 C.S. INSPECT ALL WHITE WALLS HAVE SMALL SPIDER WEBB LIKE CRACKS IN THEM. ADVISE CUSTOMER PERFORMED ADJUSTMENT ON FOUR TIRE DUE TO SIDEWALL CRACKING. INSTALLED FOUR 225/60R16 VOGUE CBR. TYRES-NEW DESIGN. CUSTOEMR ADVISED - RECCOMEND ALIGNMENT

PARTS
 QTY 4 FP-NUMBER TIRE-TAX DESCRIPTION TIRE-TAX LIST PRICE 1.00 UNIT PRICE 1.00 TOTAL PARTS 4.00

SUBLET
 PO# VEND INV# INV. DATE DESCRIPTION PRICE
 174205 3814345 02/17/05 225/60R16 CBR'S-3814345 304.40
 174205 3814345 02/17/05 TIRE LABOR-3814345 79.80
 TOTAL - SUBLET 384.20

This is when we purchased these tires & the pressure we did so. Tires taken off had about 25,000 miles on them.

JOB# 1 TOTALS
 PARTS 4.00
 SUBLET 384.20
JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 388.20

JOB# 2 CHARGES

LABOR
J# 2 17CDZVOGUE VOGUE R & B N/C TECH(S) 8082 0.00
 VOGUE TYRE ROTATE AND BALANCE
 WHOLE CAR VIBRATES FROM 60-65 MPH & UP, STEERING WHL & SEATS WORSE AT 70 MPH
 REPLACED 4 TIRES-SEE JOB 1

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00

Copyright © 1998 The Reynolds and Reynolds Company, EVANSTON, IL 60120





