



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 09-SEP-2008
Repository
Reference No. 10241572

2008 OCT 21 AM 10:28

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City PILOT GROVE State MO 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 10/1/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JT2EL45U5P0
Make TOYOTA Model PASEO Model Year 1993
Date Purchased _____ Dealer's Name and Telephone Number _____ Engine: _____ Fuel Type: _____
Original Owner Dealer's City _____ State _____ Zip Code _____
Transmission Type Antilock Brakes Cruise Control Powertrain _____ Vehicle Component Code 190000 TIRES
Multiple Failure: _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 09-SEP-2007 Failure Mileage 250755 Failure Speed 65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make DOUGLAS Tire Model (Name or Number) DOUGLAS Tire Size (Example P215/65R15) 185/60R14
DOT No. (Example: DOTMAL9ABC036) PJF81YLR3606 Original Equipment Prior Repair Failure Location: _____
Tire Component Code 191000 TIRES:TREAD/BELT Tire Failure Type BLOWOUT

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 1993 TOYOTA PASEO. THE VEHICLE HAS DOUGLAS TIRES, SIZE 185/60/ R14. IN A ONE YEAR SPAN, BOTH FRONT TIRES AND THE REAR PASSENGER SIDE TIRE SPONTANEOUSLY BLEW OUT WHILE DRIVING 65 MPH. THE FAILURE INCREASED THE RISK OF A CRASH AND SERIOUS INJURY. THE TIRES HAVE NOT BEEN INSPECTED TO DETERMINE THE CAUSE OF THE FAILURE. THE CONTACT RETURNED THE TIRES TO WAL-MART FOR FOUR REPLACEMENT TIRES. THE VEHICLE FAILURE MILEAGE WAS 250,755. THE TIRE FAILURE MILEAGE WAS 20,000.

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The tire tread was never affected, The side ~~road~~ wall always
Blow out.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:
Use the enclosed
form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



STORE# 0080
 3001 W. BROADWAY
 COLUMBIA, MO 65203-0000 US
 (573)445-9506
 LIC# MO

Service Order:



485700 12607

See cashier for goodyear registration card or visit
 www.goodyear.com to register your tires

DATE 08-31-2008	NAME PILOT GROVE, MC	PHONE #
YEAR 1993	MAKE TOYOTA	MODEL PASEO
LICENSE	ODOMETER 280898	CUSTOMER ARRIVAL TIME 2008-08-31 01:55 PM
		SERVICE COMPLETED TIME 2008-08-31 02:35 PM

Service Description	Service
NEW TIRE Whitewall - IN - Tire Pressure - CHECKED, Ft. 0 R.26 - Valve Stem - Install - COMPLETE ROAD HAZARD REPL - Tire Service Accepted WHEEL BALANCE LIFE - Valve Stem Optional - NO ACTION DISPOSAL FEE - Dispose of Old Tire Accepted - COMPLETE	0.00
- New Tires - COMPLETE DOT: B	
- N/C Tire Mount	9.76
- Balance (Required) - COMPLETE	7.50
LUG TORQUE Passenger Rear 76 FT-LB	
TREAD DEPTH Passenger Rear - 0/32	0.00

*This tire had
7/32 left*

Merchandise Description	Quantity	Unit Price	Merchandise
P175/65R14BW VIVA 2	1	55.00	55.00
Discount for above item			- 39.05
VALVE STEM TR-413	1	1.75	1.75

I do agree and fully understand that my motor vehicle had a low oil level when I brought it to Wal-Mart for an oil change. This was pointed out to me, that I willingly requested Wal-Mart to change the oil. I will not hold Wal-Mart responsible for any damage to my motor vehicle by the low oil level.

Customer Comments
 Technician Comments

Total (Excluding Tax) 34.96

DISCLAIMER

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart permission to operate the 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 vehicle to secure the amount of repairs thereto. Wal-Mart is not responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft or any other cause beyond Wal-Mart's control. I understand Wal-Mart did not inspect my tires for safety. Wal-Mart only:
 (1) Visually reviewed the tires for conditions obvious to the naked eye and in plain sight; (2) Measured tread depth in only one place on each tire with a device that provides no exact measurement; and (3) Checked and adjusted (if necessary) air pressure. The tread depth may not be the same at all places on a tire. Driving conditions will affect the safety and performance of my tires.

SIGNED

DATE

QUALITY CONTROL TECH: DAVID 4530
 SERV WRTR/GREETER: RYAN 4310
 TIRE TECHNICIAN: TIMOTHY 1905

08-31-2008

CUSTOMER SIGNATURE

DATE

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.



STORE# 0080
 3001 W. BROADWAY
 COLUMBIA, MO 65203-0000 US
 (573)445-9506

Service Order:



485700 87238

See cashier for goodyear registration card or visit www.goodyear.com to register your tires

DATE 10-17-2007	NAME PILOT GROVE, MO	PHONE #
YEAR 1993	MAKE TOYOTA	MODEL PASEO
LICENSE	ODOMETER 53355 <i>Wrong</i>	CUSTOMER ARRIVAL TIME 2007-10-17 07:09 AM
		SERVICE COMPLETED TIME 2007-10-17 07:30 AM

Service Description	Service
FLAT REPAIR TUBELESS - Tire Pressure - CHECKED, Ft.30 R.0	0.00
- Flat Repair - DECLINED Free form	
NEW TIRE Whitewall - IN - New Tires - COMPLETE DOT: ...	0.00
WHEEL BALANCE LIFE Discount for above item	7.50
- Valve Stem Optional - NO ACTION	- 7.50
DISPOSAL FEE - Dispose of Old Tire Accepted - COMPLETE	0.00
ROAD HAZARD RE - Valve Stem - Install - REPLACED	9.76
- N/C Tire Mount	
LUG TORQUE Passenger Front 76 FT-LB	
TREAD DEPTH Passenger Front - 11/32	

*This tire had
 4/32 left.*

Merchandise Description	Quantity	Unit Price	Merchandise
P185/60R14BW D	1	65.00	65.00
Discount for above item			- 36.40
VALVE STEM TR-414	1	1.75	1.75

I do agree and fully understand that my motor vehicle had a low oil level when I brought it to Wal-Mart for an oil change. This was pointed out to me, that I willingly requested Wal-Mart to change the oil. I will not hold Wal-Mart responsible for any damage to my motor vehicle by the low oil level.

Customer Comments
VEHICLE WILL BE DROPPED OFF APPX 1430.

Technician Comments
Declined Passenger Front Flat Repair: NON REPAIRABLE.
Reason for Flat: Passenger Front, SLASH ON SIDEWALL.

Total (Excluding Tax) 40.11

DISCLAIMER

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart permission to operate the 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 vehicle to secure the amount of repairs thereto.

WAL-MART IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND WAL-MART'S CONTROL.

10-17-2007

CUSTOMER SIGNATURE _____ DATE _____

SIGNED _____

DATE _____

QUALITY CONTROL TECH: ERIC 3266
 SERV WRTR/GREETER: AMY 4118
 TIRE TECHNICIAN: JOSHUA 4087

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.



STORE# 0363
 855 S CHEROKEE DRIVE
 MARSHALL, MO 65340 US
 (660)886-6852
 LIC# 000000

Service Order:



See cashier for goodyear registration card or visit
 www.goodyear.com to register your tires

DATE 04-04-2007	NAME PILOT GROVE, MO	PHONE #
YEAR	MAKE	MODEL
LICENSE	ODOMETER 0	CUSTOMER ARRIVAL TIME 2007-04-04 12:27 PM
		SERVICE COMPLETED TIME 2007-04-04 12:34 PM

485700 37079

Service Description	Service
FLAT REPAIR TUBELESS - Tire Pressure - CHECKED, Ft.35 R.0	0.00
- Valve Stem Optional - NO ACTION NEW TIRE Whitewall - IN	0.00
- New Tires - COMPLETE DOT: PJF81YLR3606 ROAD HAZARD RE	9.76
- Valve Stem - Install - COMPLETE - Balance (Required) - COMPLETE	1.50
TIRE HAULER FE - Dispose of Old Tire Accepted - COMPLETE	
TREAD DEPTH Spare - 0/32	

*This tire was
 new at the time
 side wall went out.*

Merchandise Description	Quantity	Unit Price	Merchandise
P185/60R14BW D	1	52.76	52.76
Discount for above item			- 52.76
VALVE STEM TR-414	1	1.75	1.75
Discount for above item			- 1.75

I do agree and fully understand that my motor vehicle had a low oil level when I brought it to Wal-Mart for an oil change. This was pointed out to me, that I willingly requested Wal-Mart to change the oil. I will not hold Wal-Mart responsible for any damage to my motor vehicle by the low oil level.

Customer Comments	Total (Excluding Tax)	11.26
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Technician Comments

DISCLAIMER
 I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart permission to operate the 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 vehicle to secure the amount of repairs thereto.
WAL-MART IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND WAL-MART'S CONTROL.

04-04-2007
 CUSTOMER SIGNATURE DATE

SIGNED

DATE

QUALITY CONTROL TECH: DAVID 3179
 SERV WRTR/GREETER: ROBERT 3130
 TIRE TECHNICIAN: CARL 3327

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.