



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 <input type="checkbox"/>
29-OCT-2008	Reference No. 10247113

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City WARWICK	State RI	Zip Code
Do you authorize NHTSA to report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an address to the vehicle manufacturer. Signature of Owner _____ Date 1/1		

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1B7HF16Y4V	Make DODGE	Model RAM 1500	Model Year 1997
Date Purchased	Dealer's Name and Telephone Number PRIVATE PARTY	Engine: No: Cylinders 26	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City N. PROVIDENCE	State RI	Zip Code
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 01-SEP-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 190000 TIRES, 193000 TIRES: BEAD	Failure Mileage 160658	Failure Speed 0
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make COOPER	Tire Model (Name or Number) COOPER DEFINITE DAKOTA	Tire Size (Example P215/65R15) LT265/75R16
DOT No. (Example: DOTM19ABC036) DOT UPW8PA9	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: DRIVER SIDE FRONT, PASS SIDE FRONT, DRIVER SIDE REAR, PASS SIDE REAR
Tire Component Code 193000 TIRES:BEAD	Tire Failure Type CRACKS IN OUTER BEADS	

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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 1997 DODGE RAM 1500. THE VEHICLE HAS COOPER DEFINITE DAKOTA TIRES, (NA) SIZE LT26575R16 (NA). THE CONTACT STATED THAT THE TIRES CONTINUED TO FLATTEN. APPROXIMATELY ONE MONTH AGO, WHILE REPAIRING THE VEHICLE, HE NOTICED THAT ALL FOUR TIRES WERE CRACKING AT THE OUTSIDE BEAD. HE TOOK THE VEHICLE TO PEP BOYS AND THEY STATED THAT THEY WERE AWARE OF THE TIRE FAILURE. PEP BOYS OFFERED TO REPLACE ALL FOUR TIRES AT THE COST OF \$246.38 FOR LABOR AND OTHER FEES. THE CONTACT FEELS THAT PEP BOYS SHOULD REPLACE THE TIRES FOR FREE BECAUSE A CRASH COULD HAVE OCCURRED. THE VIN AND DOT NUMBER WERE UNKNOWN. THE FAILURE MILEAGE WAS 160,658. - TOTAL FEES 346.38
PEP BOYS INITIALLY WANTED TO PUT A SEALER ON ALL 4 TIRE BEADS. THIS DID NOT SOUND SAFE. THESE TIRES WERE ONLY 9% USED - 12/7/07 - 10/27/08 5,500 MILES (60,000 MILE TIRES)

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)

WHEN I FIRST SHOWED THE TIRE TECHNICIAN THE CRACKS IN THE TIRE BEADS HE TRIED TO TELL ME THIS IS NORMAL. I HAVE CHANGED TIRES SINCE THE 1960'S AND CRACKING IN THE SIDEWALLS OR BEADS IS NOT NORMAL. THE INSIDE BEADS SHOW NO SIGNS OF CRACKING. THESE TIRES HAVE DEFLATED QUICKLY OCCASIONALLY AND HAVE DEFLATED SLOWLY FREQUENTLY. NOW THAT I KNOW THE BEADS ARE CRACKING ON ALL 4 TIRES I WILL STAY OFF OF THE HIGHWAY AS MUCH AS POSSIBLE. I AM AFRAID THAT A RAPID DEFLATION AT HIGHWAY SPEEDS COULD OCCUR WHILE CORNERING (STRESS ON OUTSIDE TIRE BEAD). ATTACH ADDITIONAL SHEETS IF NECESSARY THANKS.

11/2/08



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

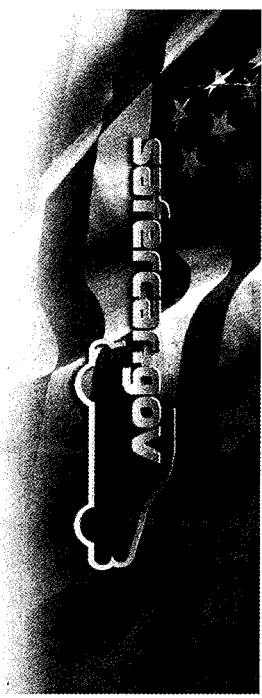
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

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



Invoice - Customer Copy page 1 of 1
 12/4/2007 12:40:42 PM EST
 VALIDATE TOTAL HERE: 607.71

STORE 0196
 375 QUAKER LANE
 WEST WARWICK, RI 02893
 (401) 826-3336
 BAR/RS# 1070 EPA# RID987486974

Cashier: 005249
 Total: 607.71
 Account Number: 0196 1269968 1269968

Manager: HAGOP J AJOYAN

Insurance Company Expires
 Policy ID No.

Name Address
 WARWICK, RI
 Home Phone
 Contact Phone
 Customer Waiting

Make Model Year
 Non-Vehicle WorkOrder
 License No.
 Mileage Vehicle Comments
 Vin 160658
 Engine
 Date 12/04/2007
 Entered By H. AJOYAN
 Time In 10:39AM
 Time Promised 12:33PM
 Old Parts Returned NO

I AUTHORIZE THE VEHICLE IN THE PARKING LOT, PEP BOYS WILL NOT BE RESPONSIBLE FOR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN IT. IN CASE OF FIRE, THEFT OR ANY OTHER REASON NOT CAUSED BY PEP BOYS. VEHICLES LEFT OVERNIGHT ARE AT OWNERS RISK. I UNDERSTAND THAT PEP BOYS IS NOT ASSUMING ANY RESPONSIBILITY FOR THEFT OR DAMAGE TO THE VEHICLE AT ANY TIME WHEN THE VEHICLE IS NOT INSIDE PEP BOYS BUILDING OR BEING DRIVEN BY PEP BOYS. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE PAYMENT FOR WORK PERFORMED UNDER A WRITTEN REPAIR ESTIMATE.

INITIAL ESTIMATE	PARTS \$	LABOR \$	TOTAL \$	DATE AND TIME	COMPLETION DATE	LABOR RATE
	525.88	47.96	573.84	12/04/2007 10:39AM	12/04/2007	\$81.00PR / \$86.00PR

NOTICE TO CUSTOMERS:
 CUSTOMER NOTIFIED OF AND APPROVED INCREASE(S) IN THE ORIGINAL ESTIMATED PRICE
 SIGNED _____ IN PERSON _____ PHONE _____ DATE _____

YOU WILL NOT BE CHARGED A TIRE HANDLING CHARGE IF YOU CHOOSE TO DISPOSE OF YOUR OWN TIRES.
NOTICE: - IF YOU ELECT TO DISPOSE OF YOUR OWN TIRES, YOU ARE RESPONSIBLE FOR PROPERLY DISPOSING OF YOUR USED TIRES IN ACCORDANCE WITH EPA GUIDELINES AND ANY APPLICABLE LAWS.
 CUST. SIGNATURE _____

QTY	PART	DESCRIPTION	CODE	PRICE	TOTAL
4	W152KW166	DEFINITY DAKOTA AT LT265/75R16/C OWL N			
		*** 50,000 MILE PRORATED***			
4	6001	TIRE HANDLING CHARGE - PEP BOYS		117.99	471.96
4	pkg 1819	>>> TIRE PROTECTION SERVICES <<<		1.50	6.00
		Declined:ALN: COMPUTERIZED WHEEL ALIGN			
4	Labor 1897	TIRE MOUNTING	S1	0.00	0.00
4	Labor 1807	HEAVY DUTY/PRFORMNCE WHEEL BAL	S1	11.99	47.96
4	Parts 4008	ROAD HAZARD WARRANTY		8.99	35.96
4	Parts TV-413	30413500PEP 1 1/4 RUBBER VALVE STEM		2.99	11.96
		Package Subtotal			95.88

Parts: 525.88 Labor: 47.96 Tax: 33.87 TOTAL: 607.71

Codes Description:
 S1:Suggested service-Close to being out of spec
 N:New

SERVICE INFORMATION:
 1br 1807 >>> HEAVY DUTY/PRFORMNCE WHEEL BAL <<<
 This Service Includes the Following if Applicable to Your Vehicle
 ** PREMIUM LIFETIME BALANCE
 Torque (Wheels Torqued to)
 Letter (Torque Stick)
 Color (Torque Stick Color)
 Performed by _____

100
 A

W WARWICK
375 QUAKER LANE
375 QUAKER LN
WEST WARWICK, RI 02893
(401) 826-3336
EPA # : RID987486974
BAR/RS# : 1070

Service Manager :

0196 2015889

Name: Address: City: WARWICK State: RI Zip: Home Phone: Contact Phone:		Year: 1997 Make: DODGE TRUCK Model: RAM 1500 PICKUP Engine: V8-318 5.2L Vin No.: License No.: Mileage: Color:		Date : 2008-10-27 Entered By: NA Time In: 12:42:35 Time Promised: Old Parts Returned: no	
Storage Charges: If your car remains in our premises longer than 3 days after notification that repairs are completed, storage charges will begin at the rate of \$10.00 per day.					
I HEREBY AUTHORIZE PEP BOYS TO PERFORM THE REPAIRS ON THIS WORK ORDER AND TO FURNISH THE NECESSARY MATERIALS AND ITS EMPLOYEES TO OPERATE THE VEHICLE FOR PURPOSES OF INSPECTION, TESTING AND DELIVERY. I UNDERSTAND THAT ANY COST QUOTED IS AN ESTIMATE. I UNDERSTAND THAT UNLESS DIRECTLY CAUSED BY PEP BOYS, IT IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE OR ITS CONTENTS; THAT THE VEHICLE MAY BE PARKED IN THE PEP BOYS PARKING LOT AND THAT VEHICLES ARE LEFT OVERNIGHT AT OWNER'S RISK.					
Initial Estimate		Parts \$: 277.52	Labor \$: 51.96	Total \$: 346.38	Date and Time: 2008-10-27 12:42:35

CUSTOMER NOTIFIED OF AND APPROVED INCREASE(S) IN THE ORIGINAL ESTIMATED PRICE

() IN PERSON () PHONE

SIGNED _____ DATE _____

YOU WILL NOT BE CHARGED A TIRE HANDLING CHARGE IF YOU CHOOSE TO DISPOSE OF YOUR OWN TIRES.

NOTICE: - IF YOU ELECT TO DISPOSE OF YOUR OWN TIRES, YOU ARE RESPONSIBLE FOR PROPERLY DISPOSING OF YOUR USED TIRES IN ACCORDANCE WITH EPA GUIDELINES AND ANY APPLICABLE LAWS

CUSTOMER SIGNATURE _____

TYPE	PART	DESCRIPTION	CODE	MECHANIC	HRLY RATE	HRS	QTY	EACH	TOTAL
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Not Yet Authorized

PK	9084807	TIRE PROTECTION SERVICES							
LB		TIRE MOUNTING			0.00	4		0.00	0.00
PN	6001	TIRE HANDLING CHARGE - PEPBOYS	0			4		1.50	6.00
LB		WHEEL BALANCE HEAVY DUTY TIRE	0		1.00	4		12.99	51.96
PN	4008	ROAD HAZARD WARRANTY	0			4		8.99	35.96

TYPE	PART	DESCRIPTION	CODE	MECHANIC	HRLY RATE	HRS	QTY	EACH	TOTAL
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Not Yet Authorized

PK	9084807	TIRE PROTECTION SERVICES							
LB		TIRE MOUNTING			0.00	4		0.00	0.00
PN	6001	TIRE HANDLING CHARGE - PEPBOYS	0				4	1.50	6.00
LB		WHEEL BALANCE HEAVY DUTY TIRE	0		1.00	4		12.99	51.96
PN	4008	ROAD HAZARD WARRANTY	0				4	8.99	35.96
PN	TV413	30413500PEP 1 1/4 RUBBER VALVE STEM	N				4	2.99	11.96
Package SubTotal :105.88									
PN	WL15EKW166	DEFINITY DAKOTA A/T LT265/75R16	N			4		129.99	223.60
		Road Hazard						-74.09	
		Road Hazard						-74.09	
		Road Hazard						-74.09	
		Road Hazard						-74.09	
		50,000 MILE PRORATED							

Parts: 277.52 Labor: 51.96 Other: 0.00 Tax: 16.90 Total: 346.38

Code Descriptions

N:New



NEED A TOW? CALL 1-800-PEP-BOYS or
1-800-737-2697







