

APR 30 2010

NVS-200

Terry, MS [REDACTED]

April 22, 2010

Cooper Tire & Rubber Company
P.O. Box 550
Findlay, OH 45839-0550

EXECUTIVE SECRETARIAT

2010 APR 29 A 9:11

Re: Defective tires

RECEIVED - NHTSA

Dear Ladies and Gentlemen:

On July 22, 2006, I purchased a set of six (6) of your Discoverer ST tires, size LT255/85R16D, which were installed on my 1999 Ford F350 Superduty 4x4 DRW truck. All tires are frequently visually and pressure checked with no problems evident.

On or about October 21, 2008, after about 23,000 miles, the first tire failed, with complete tread separation from the carcass and causing vehicle damage. This tire was replaced by a dealer with me paying for about half of it. See photo.

On or about July 8, 2009, after about 26,000 miles, the second tire failed with incipient tread separation. This was also replaced by a dealer with me paying for about half of it.

On or about November 20, 2009, after about 28,000 miles, the third tire failed catastrophically with complete tread separation and sudden explosive rupture of the carcass, causing more vehicle damage and a very dangerous accident, but fortunately involving no other vehicles and causing no injuries. This tire replacement and a portion of the damage cost were reimbursed by Cooper's insurance/law firm. See photo.

On April 17, 2010, after about 29,000 miles, the fourth tire failed with partial tread separation and sudden explosive rupture of the carcass and tread area. I still have possession of this tire, and will retain it until my bill below is satisfied. See photo.

I did some research and learned that it is unwise to return defective tires to you or your dealers, as they are evidence. Cooper has dozens of recalls for similar problems, though Cooper has not contacted me to replace my defective set of tires. I learned that Cooper has changed its rubber compound, perhaps many times, without informing its suppliers of other components (wire, fabric, etc.), about the changes, which resulted in a defective product that fails catastrophically.

Obviously I no longer trust your tires with my life. So far, FOUR (4), that is 1, 2, 3, 4, of these six tires have failed completely. I can no longer drive my truck, because it, and possibly I, will not get where I am going. I am replacing all of these tires with another brand that has a reputation of reliability. This is quite expensive, and should be unnecessary. However, since Cooper has made it necessary, please send your reimbursement for my defective tires immediately. My original cost was \$911.22, plus my replacements of #1 and #2 at \$95.86 and \$76.88, respectively, for a total of \$1083.96. Please note that this does not include damage from failed tire #1, or the cost of roadside repair services (four times), lost trips and time, emotional distress, many trips to dealers and shops, loss of truck use (it is still out of service), etc.

NM
051010
GR

#1:



#3:



#4:



Sincerely

Copies to:

Cooper Tire Co.
P.O. Box 130
2205 Martin Luther King Blvd.
Clarksdale, MS 38614

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

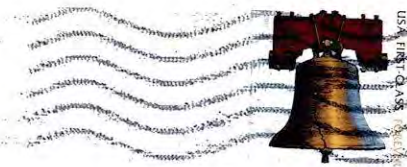
Legal

Crawford U.S. Property & Casualty
7102 Commerce Way, Suite 102
Brentwood, TN 37027

Terry, MS

JACKSON MS 382

22 APR 2010 PM 2 1



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

