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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

THAMESVILLE, ONTARIO

JUN 01 2010

EXECUTIVE SECRETARIAT

2010 JUN -1 P 3:27

DEAR SIR/MADAM:

I HAVE RESORTED TO OLD FASHIONED LETTER WRITING, AS I HAVE EMAILED SHAWN WHALEN TWICE WITH NO REPLY. YOUR ONE SITE FOR HERCULESTIRE IS NOT FUNCTIONING, I HAVE EVEN EMAILED YOUR SISTER/PARENT COMPANY'S SITE IN THE U.S., AGAIN NO REPLIES. IS ANYONE THERE??????? DATES WERE: MAY 2, 8 & 13.

ON THURSDAY APRIL 29, 2010, I ATTENDED BROOKS TIRE, CHATHAM TO DISCUSS MY HERCULES TERRATRAC SUV 245/65R17 TIRES, THE TWO REAR. A COMPLETE SET OF 4 WERE PURCHASED @ ROD BROOKS TIRE ON DEC. 2006 FOR MY 2003 LINCOLN AVIATOR. I HAVE THE ORIGINAL RECEIPT, WHICH IS CLEARLY MARKED WITH A 130,000 KM. WARRANTY. THE TWO REAR TIRES HAVE BROKEN BELTS AND WIRES PROTRUDING @ 59,000 KMS., NOT EVEN ½ OF THE 130,000. ROD BROOK'S SON WAS MANAGING THE TIRE SHOP WHEN I ARRIVED & WITHIN TWO MINUTES OF ME STANDING IN THE OFFICE & HIM NOT EVEN LOOKING @ THE VEHICLE, HE TOLD ME IT WAS THE FAULT OF THE SUV, NOT THE TIRES. I ASKED HIM TO AT LEAST LOOK @ THE TIRES, ALTHOUGH THERE IS NO HOIST. HE AGREED TO THE CONDITION OF THE TIRES, YET CONTINUED TO CLAIM IT WAS MY VEHICLE. THE FIRST REASON BEING I LIVED ON A GRAVEL ROAD [WHICH IS EXACTLY WHY HIS FATHER SOLD ME THOSE SPECIFIC TIRES!]. THEN, HE SAID, IT WAS THE SUSPENSION, THEN HE SAID I HAD HAD THEM ON THE FRONT & THEN, MOVED THEM TO THE REAR, I BELIEVE HE WAS REFERRING TO TIRE ROTATION? I ASKED FOR A CONTACT # @ HERCULES TIRE AND HE WOULD NOT GIVE IT TO ME. I CALLED MY MECHANIC, WHO LOOKED IT UP ON THE INTERNET, ALSO MENTIONING THE RECALL WITH CLOSE PROX. TO MY #'S. WHICH IS MORE THAN YOUR DEALER DID! ROD BROOKS FINALLY SHOWED UP, HE HAD SPOKE WITH ME ON THE PHONE STATING HE WAS IN LEAMINGTON GOING TO A VERY IMPORTANT MEETING. HE ARRIVED SO DIRTY, GREASY HANDS, FILTHY CLOTHES, WORSE THAN MY SON IN LAW AFTER TWO WEEKS OF LONG HAUL TRUCKING. AND I AM TO BELIEVE HIM ABOUT A VERY IMPORTANT MEEITNG? NONE THE LESS, HE CALLED YOUR CUSTOMER SERVICE DEPARTMENT, DEBBIE, WHO SAID TO ME, SHE HAD TO TAKE HIS WORD FOR THE CONDITION OF THE TIRES AS HE WAS THE EXPERT, NOT ME. AND SAID AGAIN, MY VEHICLE WAS @ FAULT. GETTING NOWHERE, ½ HR. FROM HOME & ALONE, - I LEFT. I NOW REQUEST YOUR SALES REP, BARRY? TO ATTEND MY GARAGE HERE @ HOME & INSPECT THESE TIRES, AFTER ONLY 59,000 KM. I REALIZE IT IS 3.4 YEARS SINCE PURCHASE, BUT MY ORIGINAL TIRES TRAVELLED 119,000 KMS., SAME ROADS, SUSPENSION & VEHICLE. I'M NOW IN THE PROCESS OF PURCHASING NEW TIRES. P.S.: ROD BROOKS TELLS ME THIS: HE IS SUCH A HUGE HERCULES TIRE DEALER, & WHATEVER HE TELLS YOU TO DO, YOU WILL DO FOR HIM, OR RISK LOSING HIS BUSINESS. IS THIS TRUE? IF SO, HERE WAS HIS DEAL TO ME: PURCHASE 4 NEW TIRES & HE WILL PAY FOR ¼ OF THE COST. NO WAY! I AWAIT YOUR RESPONSE. A COPY OF THIS LETTER TO THE U.S.A. ALSO.

YOUR CUSTOMER SERVICE VIA THE INTERNET IS TERRIBLE!!!!

RR
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TGW



Thamesville, ON



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