

 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 JAN 25 2011 05-NOV-2010	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
GLASSBORO		NJ			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make	Model	Model Year
			TOYOTA	CAMRY	1996
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
				No: Cylinders	
Original Owner	Dealer's City	State	Zip Code		
☐					
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
	☐ Cruise Control				04-OCT-2010
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 190000 TIRES, 190000 TIRES				Failure Mileage	Failure Speed
				133664	65
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
MICHELIN		RADIAL		195/70R14	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment		Failure Location:	
HNHDB6NX 143		☐ Prior Repair			
Tire Component Code				Tire Failure Type: BLOWOUT	
190000 TIRES					
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 1996 TOYOTA CAMRY EQUIPPED WITH MICHELIN RADIAL TIRES. THE DRIVER WAS DRIVING APPROXIMATELY 65 MPH WHEN ONE OF THE REAR TIRES BLEW OUT. THE DRIVER PULLED OVER AND PUT THE SPARE ON. TWO DAYS LATER, THE FAILURE OCCURRED ON THE SECOND REAR TIRE. THE CONTACT DROVE TO A REPAIR SHOP WHERE THE VEHICLE WAS REPAIRED. THE CONTACT CALLED THE MANUFACTURER WHO STATED THAT THE TIRES WERE MANUFACTURED 17 YEARS AGO. THE CURRENT AND FAILURE MILEAGES WERE 133,664.					
<i>contact towed to a repair shop</i> <i>4 defective tires in my possession</i>					
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) - ^{see attached} (6 pages)

Tire Dealer Fred Harz & Son, 26 Chestnut St. (Rt 40) Pobox 1030, Elmir NJ 08318
sold me Four (4) "new" Michelin 195/70R14 MICH EPX Rowl tires that
were 14 years old at the time of sale (11/12/07), far exceeding the
manufacturers recommended life of the tire. As a result, the 1st
tire blew apart on 10/01/10 and then, on 10/03/10 while driving
at the speed of 65 mph, Fortunately, ^{the second,} no one was killed or
injured when the tires blew apart. Aged tires are ticking time bombs
and the sale of them should be stopped and the sellers prosecuted.

ATTACH ADDITIONAL SHEETS IF NECESSARY

01/17/11

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

[REDACTED]
President
Industrial Drum Company
P.O.Box 586
Glassboro, NJ 08028

p
f [REDACTED]

11/30/10

Better Business Bureau of New Jersey
1700 Whitehorse-Hamilton Square Rd.
Hamilton Square, NJ 08690

p (609) 588-0808

Re: Complaint: Fred Harz & Son Eric @ (856) 358-8128
26 Chestnut St., Rt 40
P.O.Box 1030
Elmer, NJ 08318

Nature of complaint: Fred Harz & Son sold to me, four (4) "new" Michelin 195/70R14 MICH EPX ROWL tires 11/12/07. The tires were 14 years old at the time of sale, far exceeding the manufacturers 3 year recommendations for sale of new tires.

As a result: 1st tire blew apart on my daughter's car at 65 mph 10/01/10 on her trip to New York State with three other passengers (all volunteer fire fighters). No fatalities
2nd tire separated and then blew on 10/03/10 on the New Jersey Turnpike 10/03/10 traveling at 65 mph on her return from New York State with the same passengers. No fatalities

Background: My daughter, who is a chemical engineer @ Rowan University, commutes about 2 miles to school. Tire/car usage low. Tire tread in excellent condition. Tire pressure checked prior to trip.

Damages: Towed from New Jersey Turnpike #44962 \$ 80.00
Replaced all four of above tires at service station #56003 489.43

Total \$569.43

Four young lives could have ended as a result of Eric's actions.

Demand damages be paid in full in addition to a letter of apology.

Respectfully, [REDACTED]
[REDACTED]



Better Business Bureau of New Jersey
1700 Whitehorse - Hamilton Sq. Rd. Ste D5
Trenton, NJ 08690
Tel: 609-588-0808 Fax: 609-588-0546

December 6, 2010

[REDACTED]
Glassboro, NJ [REDACTED]

RE: Case # 80163931: Fred Harz & Son

Thank you for contacting BBB regarding your complaint.

We regret to inform you that BBB cannot process your complaint. The case has been reviewed and was found to contain issues that are out of BBB's Purview. Your complaint would be best handled by the state agency listed below:

STATE OFFICE OF CONSUMER PROTECTION
124 Halsey Street
Newark, NJ 07102
Phone: 973-504-6200
Phone: 800-242-5846 (NJ residents only)

12/29/10
← Called - answering machine
Left name & address for
complaint form to be mailed

Although we are unable to assist at this time, please remember that your BBB provides many valuable services to you both prior to making a purchase and after. If we can be of service to you in the future, please do not hesitate to contact us.

Very truly yours,

Nancy Gioia
Service Representative

Defective tires purchased here:

FRED HARZ & SON
26 CHESTNUT ST, RT 40
P.O. BOX 1030
ELMER, NJ 08318
856/358-8128

INVOICE #: 109808

PAGE: 1

TIME CLOSED: 16:27:09

CUSTOMER: INDUSTRIAL DRUM
PO BOX 586
1030 GLASSBORO, NJ 08028

WORK: 856/881-4555 0
SALESMAN: FRED HARZ
INVOICE DATE: 11/12/07

DUE: 12/10/07

PRODUCT	LCT	DESCRIPTION	QUANTITY	PRICE	EXTENSION
M68411	0	195/70R14 MICH EPX ROWL	4	47.87	191.48
NJ-FEE	0	NJ STATE TIRE FEE	4	1.50	6.00
MERCHANDISE:					191.48
OTHER:					6.00
SALES TAX:					6.70
INVOICE TOTAL:					204.18

ON ACCOUNT A/R

204.18

Customer Signature :

Printed Name: _____

TECHNICAL BULLETIN

**MICHELIN**Rec'd From
Alvin @ Michelin

February 9, 2006

Service Life for Passenger Car and Light Truck Tires including Spare Tires

The following recommendation applies to passenger car and light truck tires. Tires are composed of various types of material and rubber compounds, having performance properties essential to the proper functioning of the tire itself. These component properties evolve over time. For each tire, this evolution depends upon many factors such as weather, storage conditions, and conditions of use (load, speed, inflation pressure, maintenance etc.) to which the tire is subjected throughout its life. This service-related evolution varies widely so that accurately predicting the serviceable life of any specific tire in advance is not possible.

That it is why, in addition to regular inspections and inflation pressure maintenance by consumers, it is recommended to have passenger car and light truck tires, including spare tires, inspected regularly by a qualified tire specialist, such as a tire dealer, who will assess the tire's suitability for continued service. Tires which have been in use for 5 years or more should continue to be inspected by a specialist at least annually.

Consumers are strongly encouraged to be aware not only of their tires' visual condition and inflation pressure but also of any change in dynamic performance such as increased air loss, noise or vibration, which could be an indication that the tires need to be removed from service to prevent tire failure.

It is impossible to predict when tires should be replaced based on their calendar age alone. However the older a tire the greater the chance that it will need to be replaced due to the service-related evolution or other conditions found upon inspection or detected during use.

While most tires will need replacement before they achieve 10 years, it is recommended that any tires in service 10 years or more from the date of manufacture, including spare tires, be replaced with new tires as a simple precaution even if such tires appear serviceable and even if they have not reached the legal wear limit

For tires that were on an original equipment vehicle (i.e., acquired by the consumer on a new vehicle), follow the vehicle manufacturer's tire replacement recommendations, when specified (but not to exceed 10 years).

The date when a tire was manufactured is located on the sidewall of each tire. Consumers should locate the Department of Transportation or DOT code on the tire which begins with DOT and ends with the week and year of manufacture. For example, a DOT code ending with "2204" indicates a tire made in the 22nd week (May) of 2004.

PM-06-02

GEORGE'S GARAGE AND TOWING, INC.
 2681 ROUTE 130 S.
 CRANBURY, NJ 08512
 (609) 655-3334 Fax (609) 655-5611
 "AUTHORIZED NJ TURNPIKE TOWING"

56003

NAME: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
 YEAR, MAKE AND MODEL: Toy Camry
 SERIAL NO. (VIN): [REDACTED]
 DATE: 10/4/10 A.M. P.M. DATE PROMISED: [REDACTED] A.M. P.M.
 CUSTOMER'S ORDER NO. [REDACTED] ORDER WRITTEN BY: [REDACTED]
 BUS PHONE: [REDACTED] EXT: [REDACTED]
 HOME PHONE: [REDACTED]
 CALL WITH EST. ☐ YES ☐ NO CALL WHEN READY ☐ YES ☐ NO
 IF OVERS ☐ YES ☐ NO
 LICENSE NO. 18S4W MILEAGE 133,667
 MECHANIC TECHNICIAN 33

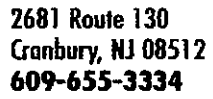
SERVICES REQUESTED/DESCRIPTION OF WORK	AMOUNT
mount & spin balance 4 tires	100.00
mount original 4 tires on spare rim + balance	489.43

QTY.	PART NO. AND DESCRIPTION (All parts new unless otherwise specified)	AMOUNT
4	1957014 Master chap hcr	351.80

PAID BY ☐ CASH ☐ CHECK ☐ CREDIT CARD
 MC VISA AMEX OTHER
 CC NO. 451.80
☐ ACCT. _____ TERMS _____
 I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or other control.
 TOTAL PARTS 351.80
 TOTAL LABOR 100.00
 TOTAL SUBLET 489.43
 GAS, OIL AND GREASE
 SHOP SUPPLIES
 EPA / WASTE DISPOSAL
 ST tire lat 6.00
 TAX 31.63
 TOTAL

TOTAL LABOR 100.00

"Authorized New Jersey Turnpike Towing"



**2201 Route 130
Dayton, NJ 08810
732-438-1911**

Name:		Date:	
Address:		Plate#:	
City:	Elmwood, NJ	Phone:	
Make:	9000000	Vin#:	5584

Signature below constitutes acceptance of above service performed as being satisfactory – and that equipment has been left in good condition.

Thank You

INVOICE NO: 44962

INVOICE WHITE • COPY YELLOW

0/03/10

OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™



7010 0780 0000 4941 1664

POSTAGE
PAID
GLASSBORO, NJ
08028
18-11
COUNT

USA 44

SEABIS OUT

U S Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave., S.E.
Washington, D.C. 20077-9382

W 48-226

Glassboro, NJ