

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 15-FEB-2011	Repository ☐ Reference No. 10382767
				Daytime Telephone Number [REDACTED]	
OWNER INFORMATION (Type or Print)				Evening Telephone Number [REDACTED]	
Name [REDACTED]		Address [REDACTED]		City MERCER ISLAND	
State WA		Zip Code [REDACTED]			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4N11V292340 [REDACTED]			Make NORTHWOOD		Model ARTIC FOX
Model Year 2004			Date Purchased [REDACTED]		Dealer's Name and Telephone Number [REDACTED]
Engine: No: Cylinders			Fuel Type: [REDACTED]		
Original Owner ☐			Dealer's City [REDACTED]		State [REDACTED]
Zip Code [REDACTED]			Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain [REDACTED]
Multiple Failure: [REDACTED]			Incident Date(s) 24-SEP-2010		
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 190000 TIRES, 190000 TIRES				Failure Mileage [REDACTED]	Failure Speed 55
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make TA CUNG HUA		Tire Model (Name or Number) 11R245		Tire Size (Example P215/65R15) 235/85R16	
DOT No. (Example: DOTM19ABC036) [REDACTED]		☐ Original Equipment ☐ Prior Repair		Failure Location: DRIVER SIDE REAR	
Tire Component Code 190000 TIRES				Tire Failure Type: BLOWOUT	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: [REDACTED]		Date Manufactured: [REDACTED]		Model No./Name: [REDACTED]	
Seat Type: [REDACTED]		Installation System: [REDACTED]			
Child Seat Component Code: [REDACTED]		Failed Part: [REDACTED]			
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
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 2004 ARTIC FOX 29V TRAILER EQUIPPED WITH SUTONG, HI RUN HIGHWAY TRAILER TUBELESS TIRES, SIZE P235-85R-16/14. THE TIRES WERE REPLACEMENT, PURCHASED IN AUGUST 13, 2008. WHILE DRIVING APPROXIMATELY 55-60 MPH THE LEFT REAR TIRE ON THE TRAILER BLEW UP AND CAUSED DAMAGE TO THE LEFT WHEEL WELL AND THE SIDE OF THE TRAILER. HE WENT BACK TO THE TIRE COMPANY AND WAS ADVISED TO WRITE A LETTER TO THE MANUFACTURER WHO RESPONDED AND ADVISED HIM THAT HIS TIRE WARRANTY HAD EXPIRED. THE TIRES WERE ONLY TWO YEARS AND ONE MONTH OLD. THE TIRE COMPANY STATED THAT THERE WAS 67% OF TREAD LEFT ON THE TIRE. HE REPLACED THE TIRE AT HIS OWN EXPENSE. THE DOT NUMBER WAS UNKNOWN. THE FAILURE MILEAGE ON THE TIRE WAS 6,000. THE FAILURE MILEAGE FOR THE TRAILER WAS UNKNOWN.					
SEE ADDENDUM DOCUMENTATION & CORRESPONDENCE					
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 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.					

APR 12 2011

[REDACTED]
Mercer Island, WA [REDACTED]

April 7, 2011

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave. NE
Washington, DC 20509

To Whom It May Concern:

RE: #100148 Consumer complaint Against Sutong China Tire Resources Inc. of
Houston Texas, and Les Schwab Tires of Bend, Oregon.

This complaint is for selling/distributing defective unsafe tires and not honoring their
warranty agreements or obligations/commitments.

The Sutong China Tire Resources Inc. denied my warranty claim for property damage
done to my 29 V Arctic Fox Trailer stating the tire, the tires were Out of Warranty Date.
I've responded with a letter requesting what specifically does out of warranty date mean?
The tires were only 2 years 1 month old, and were warranted at 67% tread life remaining
on the tires by Les Schwab Tires.

As of this date there has been no response.

This complaint is precipitated from a very serious tread separation; blow out on my 29V
Arctic Fox Travel Trailer while traveling southbound on I-5 at mile marker # 41 in
Washington State. It was a harrowing and dangerous experience when the left rear tire
suddenly blew out damaging the left rear wheel well and side of my trailer.

After changing the tire we preceded southbound into Oregon. We eventually turned off
I-5 onto Hwy 38 in Oregon when we noticed an odd vibration; it appeared to be coming
from our trailer. We were following a curvy, windy road that parallels the Umpqua
River, and it was turning dusk. I slowed down, stopped, checked the tires, and cautiously
proceeded to our destination, Winchester Bay, Oregon.

The next day I went into the Les Schwab tire center in Reedsport Oregon and explained the situation to the manager Preston Richardson and showed him the badly blown out tire with a stream of bright steel bands. He said to bring the trailer in and he would look at the situation. I returned with the trailer and we noted two other tires also had tread separation bulges. He said that possibly the fourth tire would show signs of tread separation when it was dismounted from the rim. He adjusted the tires out at 67% tread life remaining, and after tough negotiations I was charged \$145.36.

It should be noted these tires were only 2 years, 1 month old and were marketed under the name of Hi Run Highway Trailer Tubeless. I acquired these tires at the Les Schwab tire center in Mountain Home, Idaho after the previous set of Les Schwab tires, Tow Max Trailer Highway all exhibited tread separation bulges. With this set of Tow Max tires I received a 100% tire adjustment. The manager of the Mountain Home store, Mike McCoy was respectful, had great people skills, understood the ramifications of poor customer service, and selling a dangerously defective product to the public. I believe a pattern of negligence can be established with the seller and manufacture for wanton and willful disregard to lives and safety. These tires were all manufactured in China. It's not a coincidence that all these tires exhibited tread separations. I was told by a tire store manager that there has been a problem with some of the imported Chinese tires due to tread separation because the steel bands weren't coated properly with copper. Thus, the rubber wasn't adhering properly to the steel bands, causing tire failure and blow outs.

Mr. Richardson the manager in Reedsport said he would provide me with a property damage claim report. I forwarded the damage claim, to Les Schwab Incident # 39916, as request in mid October as I had been directed along with 2 repair estimates. In late November of 2010 I called the store and spoke to a Karie. She said they had never received my damage claim form, but she would check with their manager. Karie said to resend the damage claim report to Mr. Richardson. I did on December 03, 2010. On December 13, 2010 I received a letter from Les Schwab main office that they had forwarded my claim to the Sutong China Tire Resources Inc. On December I was notified by a B/Regs of the Sutong China Tire Resources that the tires were out of warranty date, therefore I was not entitled to trailer damage compensation. I have since written Sutong asking for a written explanation of what they mean by, OUT OF WARRANTY DATE. I asked the Les Schwab store manager in Bellevue, Washington, what out of warranty date meant, he was very polite, but wouldn't answer my questions, and referred me to their corporate offices in Prineville, Oregon. As of this date I haven't heard back from Sutong tire located in Houston, TX 77041. I believe my property damage claim is being fraudulently ignored. The Hi Run Trailer Highway tires were only 2 years, 1 month old, and were adjusted to have 67% of their tread life left. Clearly these tires were within warranty.

I would like my trailer's damage repaired by Sutong Tire or Les Schwab Tire, and they can work out the settlement among themselves. I submitted two estimates for repair, one for \$551.88, by Apache Camping Center, and another for \$928.56 by N/W Van and

Motorhome Rental. I feel I have been damaged and entitled to just compensation to have my trailer repaired. I have been a good customer of Les Schwab Tire since I was 16, well over a 50 year time period. I find it most disturbing that as a loyal customer I am being treated so unfairly, this isn't what is called, doing the right thing.

I would like to thank you for your interest and cooperation in advance if you should have any questions I can be reached at my home number of [REDACTED] or my cell of [REDACTED]
[REDACTED]

Thanks.

See Attachments.

Sincerely,

[REDACTED]

cc: Department of Transportation
Department of National Highway Safety Commission, Office of Defect Investigation
Federal Trade Commission
Houston Better Business Bureau
State Attorney General's Office Washington
State Attorney General's Office Oregon
State Attorney General's Office Texas
Good Sam Club
Les Schwab Tire Centers



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

Printed: 10/6/2010 12:11:51 PM

Store: 1

Page: 1

Work Order #8925

Ordered: 10/6/2010

Associate: Karl



12517 Hwy 99 South
Everett, WA 98204
(425) 710-9730

Customer Info:

2004
29V AF
4N11V292340
4/24/04
Mercer Island, WA

ESTIMATE FOR REPAIR ONLY

E1. TRAILER TIRE BLOW OUT

E2. REPLACE SLIDE OUT GRIPPER SEAL

Remove and replace slide out gripper seal. Must replace entire seal due to seal being 1 solid piece.
LABOR: 1.0

E3. REPLACE REAR SIDE FLANGE

NOTE: CORRUGATED FLANGE METAL NO LONGER AVAILABLE. REPLACEMENT FLANGE WILL BE SMOOTH.
Remove flange. Replace with new. Reseal side flange

LABOR: 1.5
FREIGHT: \$20.00

E4. REPLACE DAMAGE SCREW COVER INSERT MOLDING

Remove and replace insert molding with new
LABOR: .25

E5. RESEAL DAMAGED TRIM SEAL.

Scrape and reseal.
LABOR: .25

E6. CLEAN TIRE/BURNT RUBBER OFF FIBERGLASS AND TRIM

Clean filon and trim with solvent. Repolish filon.
LABOR: .5

Order Status: [3] WARRANTY AUTH

Due Date:

Mfg. Part #	Lookup	Description	Attribute	Qty.	Sold	Due	Price	Ext Price	Assoc	Dis
		LABOR		3.25	0	3.25	\$90.00	\$292.50	Karl	
		SLIDE FLANGE TEXT:SMOOTH		1	0	1	\$85.00	\$85.00	Karl	
		GRIPPER SEAL		35	0	35	\$2.80	\$98.00	Karl	
		INSERT 25' BLACK		1	0	1	\$8.50	\$8.50	Karl	
		FREIGHT- ITEM# 1769		1	0	1	\$20.00	\$20.00	Karl	

I am authorized to order the above listed work, including the labor, parts and materials for the Recreational Vehicle described above. Those repairs, materials or related shipping charges not covered by the manufacturers warranty, I agree to pay regular retail prices in cash or acceptable terms to you, upon the completion of the work ordered. If I fail to pay for the completed work, I understand you will have a mechanic's lien upon the Unit to secure payment for the work and I expressly waive all rights to claim exemption under State Laws. If collection is made by a suit or any other method required, I agree to pay interest until paid in full, also collection cost, including reasonable Attorney's fee. I agree not to hold your Company liable for loss or damage caused by theft, fire or any other cause beyond your Company's control to real or personal property delivered to the Company for repair, sale or storage. The Company employees may operate the above described Recreational Vehicle and my motor vehicle for purpose of testing, inspection or delivery at my risk.

THE RIGHT IS RESERVED TO SUBSTITUTE PARTS FOR THOSE CURRENTLY UNAVAILABLE.
STORAGE CHARGES OF \$10 PER DAY, WILL BE ADDED ON ALL ITEMS NOT PICKED UP WITHIN 5 WORKING DAYS AFTER NOTIFICATION OF COMPLETION OF SERVICE.

AUTHORIZED BY X

Subtotal: \$504.00

TOTAL: \$551.88

Deposit Balance: \$0.00

WA State Tax 9.5 % Tax: + \$47.88

Balance Due: \$551.88

The above described property has been received, and after having examined the work done, the material furnished, both the work and material has been found to be satisfactory.

ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. ☐ SAVE ☐ DISCARD

AUTHORIZED BY X

N/W Van and Motorhome Rental

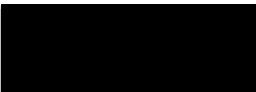
Five Corners RV
16068 Ambaum Blvd. So.
Burien Wash. 98148

Estimate

Date	Estimate #
10/6/2010	123

Name / Address
[REDACTED]
Mercer Is. Wa. [REDACTED]
[REDACTED]

			Project
Description	Qty	Rate	Total
"T" Moulding	1	95.50	95.50T
Seal	1	120.00	120.00T
Replace Seal and "T" Moulding, Paint to Match	5.5	115.00	632.50T
Thank you for your business.			
Subtotal			\$848.00
Sales Tax (9.5%)			\$80.56
Total			\$928.56


Mercer Island, WA 

December 3, 2010

Mr. Preston Richardson:
Les Schwab Tires
174 N. 16th St.
Reedsport, OR 97467

Dear Preston:

I would like to thank you for all your previous assistance.

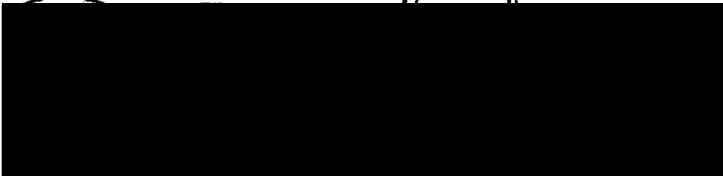
I am resending my Damage Claim Form. The original was forwarded in mid October.

I spoke to Karie today and gave her my telephone number,  in case you should have any questions.

You had mentioned in the past to direct all my correspondence through you.

Thanks again for all your help.

Sincerely,



cc: File



The West's Largest Independent Tire Dealer

201485

SOLD TO:

SHELTON WA

ACCT 102 99998 INVOICE 570422

LES SCHWAB TIRE CENTER
690 SOUTH 3RD WEST
MOUNTAIN HOME, ID. 83647 0000
208-587-3396

DATE 08-13-2008 TIME 6:43:18 PM

SOLD BY	TRANSACTION TYPE	WORK ORDER #	CUSTOMER PO #	LICENSE	MILEAGE	YEAR / MAKE / MODEL
MM	CASH	458207		C/O	00	TRAVEL TRAILER

QTY.	PRODUCT CODE	PRODUCT DESCRIPTION	PRICE	FET	AMOUNT
5	10211670	All Parts New Unless Specified LT235/85R-16/14 HI RUN HIGHWAY TRAILER TUBELESS	140.96	2.36	716.60
5	08402764	ST235/80R-16/10 TOW MAX TRAILER HIGHWAY BLACKWALL Adjustment: A 100% Tread Separation	143.13	.19	716.60
WHEELS HAVE BEEN INSTALLED AND TORQUED TO MANUFACTURER'S SPECIFICATION.					
WHEEL POSITIONS SERVICED: ALL					
SERVICED BY: MIKE K. MCCOY					

Customer certifies there are no personal injury or other claims of any type whatsoever relating in any way to the above-described merchandise. Customer understands Les Schwab is relying on this certification to grant credit, or make a product adjustment and to dispose of the merchandise together with certain records, without further investigation. If any claims relating to the merchandise are made, customer releases, indemnifies and holds harmless Les Schwab therefrom.

NOTICE: The following conditions apply to all sales except where Seller issues a written warranty.

SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MFRS. EXPRESS AND IMPLIED WARRANTIES, BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES. SPECIAL AND CONSEQUENTIAL DAMAGES FOR LES SCHWAB MFRD. PRODUCTS EXCLUDED TO EXTENT LAW ALLOWS. ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. Purchaser acknowledges having received the goods described above and having read and received a copy of the Security Agreement and Warning (when applicable) contained on the reverse side hereof.

PURCHASER X

Sales Tax	.00
Oil Tax	.00
TOTAL	.00

CUSTOMER COPY



The West's Largest Independent Tire Dealer

803638

SOLD TO:

SHELTON WA

ACCT 250 99998 INVOICE 239920

LES SCHWAB TIRE CENTER
174 N 16TH ST
Reedsport, OR 97467 0000
541-271-3601

DATE 09-28-2010 TIME 3:57:48 PM

SOLD BY	TRANSACTION TYPE	WORK ORDER #	CUSTOMER PO #	LICENSE	MILEAGE	YEAR / MAKE / MODEL
JF	CASH	148459		6442N	00	TRAILER

QTY.	PRODUCT CODE	PRODUCT DESCRIPTION	PRICE	FET	AMOUNT
2	10211670	All Parts New Unless Specified LT235/85R-16/14 HI RUN HIGHWAY TRAILER TUBELESS Adjustment: A 67% Tread Separation	106.15		212.30
1	10211670	LT235/85R-16/14 HI RUN HIGHWAY TRAILER TUBELESS Adjustment: N 67% Policy	106.15		106.15
1	10211670	LT235/85R-16/14 HI RUN HIGHWAY TRAILER TUBELESS Adjustment: M 67% Road Hazard	106.15		106.15
4	06111343	ST235/85R-16/14 GEOSTAR G574 ALL STEEL HIGHWAY BLACKWALL	140.13	2.36	569.96
Paid By: AMERICAN EXPRESS 145.36 XXXXXXXXXXXX1003 143697					
REF INV#570422 STR#102					
WHEEL POSITIONS SERVICED: ALL RS/GK					
SERVICED BY: RYAN					

Customer certifies there are no personal injury or other claims of any type whatsoever relating in any way to the above-described merchandise. Customer understands Les Schwab is relying on this certification to grant credit, or make a product adjustment and to dispose of the merchandise together with certain records, without further investigation. If any claims relating to the merchandise are made, customer releases, indemnifies and holds harmless Les Schwab therefrom.

NOTICE: The following conditions apply to all sales except where Seller issues a written warranty.

SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MFRS. EXPRESS AND IMPLIED WARRANTIES, BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES. SPECIAL AND CONSEQUENTIAL DAMAGES FOR LES SCHWAB MFRD. PRODUCTS EXCLUDED TO EXTENT LAW ALLOWS. ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. Purchaser acknowledges having received the goods described above and having read and received a copy of the Security Agreement and Warning (when applicable) contained on the reverse side hereof.

PURCHASER X

Sales Tax	.00
Tire Tax	.00
TOTAL	145.36

Rev/Sec date 12-08; Print date 08-10

CUSTOMER COPY



LES SCHWAB TIRE CENTERS
MAIN OFFICE
P.O. Box 5350
Bend, OR 97708
(541) 447-4136
Telefax (541) 416-5367

December 13, 2010

[REDACTED]
Mercer Island, WA [REDACTED]

RE: Les Schwab Incident No: 39916
Loss Date: 9/24/10

Dear [REDACTED]

We are in receipt of your Incident Report for damages arising out of a problem with a Les Schwab product. The information we have indicates your tire was manufactured by Sutong China Tire Resources.

As the tire retailer, we will assist you in submitting your claim to the tire manufacturer for handling. Sutong will request the opportunity to inspect the tire to determine the cause of failure. Once this has been completed, Sutong will notify you of the claim evaluation.

Les Schwab has now formally tendered your claim to Sutong and we will ship the tire on your behalf. We have also forwarded your claim documentation, however, Sutong may request additional information from you at a later date.

All inquiries regarding the status of your claim from this point forward should be directed to:

Sutong China Tire Resources
Attn: Cathy Daricek
4849 Cranswick Rd.
Houston, TX 77041
Tel: (713)690-5500

If you have any further questions, feel free to contact me. We look forward to doing business with you in the future.

Sincerely,

LES SCHWAB TIRE CENTERS
Molly Becker
Claims Specialist

Revised 6/18/10

**THE WEST'S LARGEST INDEPENDENT TIRE DEALER WITH OVER 420 LOCATIONS IN
OREGON, WASHINGTON, IDAHO, MONTANA, CALIFORNIA, NEVADA, UTAH, AND ALASKA**



LES SCHWAB TIRE CENTERS

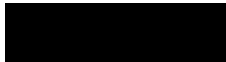
HEADQUARTERS

P.O. Box 5350

Bend, OR 97708

(541) 416-5434

Telefax (541) 416-5367



Below is a list of the items Les Schwab Tire Centers has forwarded to the product manufacturer on your behalf. As previously stated, the manufacturer may request additional documentation for you in order to evaluate your claim.

☒ Les Schwab Report of Property Damage, Vehicle Damage, or Bodily Injury

☐ Les Schwab Purchase Invoice

☒ Vehicle or property repair estimates

☐ Photographs of the damage

☒ Product: Type: HI RUN HIGHWAY TRAILER TUBELESS

Size: LT235/85R-16/14

☐ Other Supporting Claim Documentation



Sutong China Tire Resources, Inc.

4849 Cranswick Rd., Houston, TX 77041

*** Phone: 713-690-5500 * Fax 713-690-5501**

Date: 12/30/2010

[REDACTED]
Mercer Island WA. [REDACTED]

[REDACTED]

We have received your claim through our dealer- Les Schwab Tire Center. The tire in question according to the proof of purchase that I received from Les Schwab Company is out of our warranty date, therefore is not entitled to trailer damage compensation nor free tire replacement.

Also enclosed is our limited warranty information for your reference. If you have any further question, please feel free to contact us.

Thanks and B/Regs
Sutong China Tire Resources Inc

C.C. Les Schwab Tire Center. Attn: Ms. Molly Becker


Mercer Island, WA 

January 25, 2011

Sutong China Tire Resources, Inc.
4849 Cranswick Rd.
Houston, TX 77041

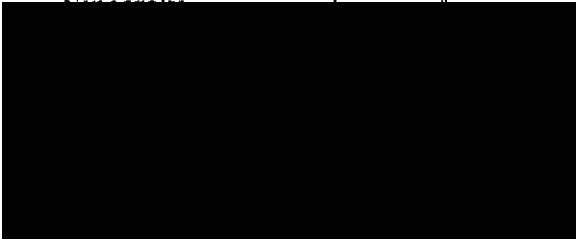
To Whom It May Concern:

Received your correspondence indicating the tire that I had Purchased from Les Schwaub Tire Center (Les Schwaub Incident #39916) was out of warranty date.

Does that mean the tire was too old to warranty? If so when did the warranty date expire?

What does out of warranty date mean?

Thanks for all your assistance in advance.


Sincerely,

cc: File

██████████
Mercer Island, WA ██████████



U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave. NE
Washington, DC 20509