



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
MAY 23 2011
22-APR-2011

Repository
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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **CORPUS CHRISTI** State **FL** Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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
KNDMC233X86 [REDACTED] Make **HYUNDAI** Model **ENTOURAGE** Model Year **2008**
Date Purchased **MAR-2009** Dealer's Name and Telephone Number **HYUNDAI - 361-808-6191** Engine: No: Cylinders Fuel Type:
Original Owner Dealer's City **CORPUS CHRISTI** State **TX** Zip Code **78415**
Transmission Type **AUTO** Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) **07-NOV-2010 / APR-2011**

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 190000 TIRES, 191000 TIRES: TREAD/BELT Failure Mileage **19452** Failure Speed **65**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make **KUMHO** Tire Model (Name or Number) **SOLUS KH16** Tire Size (Example P215/65R15) **P225/70R16**
DOT No. (Example: DOTM9ABC036) **21VF YASM** Original Equipment Prior Repair Failure Location: **DRIVER SIDE REAR & PASS. SIDE REAR**
Tire Component Code **191000 TIRES:TREAD/BELT** Tire Failure Type: **TREAD SEPARATION**

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 Yes No Fire Yes No Number of Persons Injured Number of Deaths 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 2008 HYUNDAI ENTOURAGE EQUIPPED WITH KUMHO SOLUS KH16 TIRES, TIRE SIZE P225/70R16 (N/A). WHILE DRIVING APPROXIMATELY 65 MPH, THE VEHICLE BEGAN TO VIBRATE EXCESSIVELY. THE FAILURE WOULD RECUR WHEN DRIVING AT VARIOUS SPEEDS AND WAS MOST SEVERE WHEN DRIVING AT LOWER SPEEDS. THE CONTACT DETECTED THAT THE REAR DRIVER SIDE TIRE HAD SUBSTANTIAL TREAD SEPARATION. THE VEHICLE WAS TAKEN TO A TIRE CENTER WHERE THE TIRE WAS REPLACED. ALSO, THE REAR PASSENGER SIDE TIRE EXHIBITED THE SAME DEFECT. THE MANUFACTURER WAS NOTIFIED AND THE TIRE WAS NOT REPLACED. THE DOT NUMBER WAS UNKNOWN. THE FAILURE MILEAGE WAS 19,452.

TWO INCIDENTS (22 TIRE SEPARATIONS REPORTED)
1 - @ 19,452 MILES (NOV-2010) (DRIVER SIDE REAR)
1 - @ 24,900 MILES (APR-2011) (PASS. SIDE REAR)

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.