 <p>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</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>Date Received JUL 29 2011 20-JUN-2011</p>	<p>Repository <input type="checkbox"/></p> <p>Reference No. 10407504</p>
<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name <input type="text"/></p>		<p>Daytime Telephone Number <input type="text"/></p>	<p>E-mail Address <input type="text"/></p>
<p>Address <input type="text"/></p>		<p>Evening Telephone Number <input type="text"/></p>	
<p>City BOARDMAN</p>	<p>State OH</p>	<p>Zip Code <input type="text"/></p>	
<p><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></p>			
<p>VEHICLE INFORMATION</p>			
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KNAFE12196S <input type="text"/></p>		<p>Make KIA</p>	<p>Model SPECTRA</p>
		<p>Model Year 2006</p>	
<p>Date Purchased 11-1-07</p>	<p>Dealer's Name and Telephone Number Taylor Kia (330) 758-7281</p>		<p>Engine: No: Cylinders 4</p>
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City Bd mn.</p>	<p>State Oh.</p>	<p>Zip Code 44512</p>
<p>Transmission Type <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain <input type="text"/></p>	<p>Multiple Failure: <input type="text"/></p>	<p>Incident Date(s) 01-MAR-2010</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>			
<p>Vehicle Component Codes: 190000 TIRES, 191000 TIRES: TREAD/BELT</p>		<p>Failure Mileage 61074</p>	<p>Failure Speed <input type="text"/></p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>			
<p>Tire Make KELLY</p>	<p>Tire Model (Name or Number) CHARGER GT</p>		<p>Tire Size (Example P215/65R15) 205/50R16</p>
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location: <input type="text"/></p>	
<p>Tire Component Code 191000 TIRES:TREAD/BELT</p>		<p>Tire Failure Type: ROAD HAZARD</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>			
<p>Make: <input type="text"/></p>	<p>Date Manufactured: <input type="text"/></p>	<p>Model No./Name: <input type="text"/></p>	
<p>Seat Type: <input type="text"/></p>	<p>Installation System: <input type="text"/></p>		
<p>Child Seat Component Code: <input type="text"/></p>		<p>Failed Part: <input type="text"/></p>	
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>			
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured <input type="text"/></p>	<p>Number of Deaths <input type="text"/></p>
		<p>Reported to Police N</p>	
<p>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).</p>			
<p>TL*THE CONTACT PREVIOUSLY OWNED A 2006 KIA SPECTRA. THE TIRE BRAND WAS KELLY CHARGER GT AND THE TIRE SIZE WAS P205/50/R16 (NA). THE DOT WAS UNAVAILABLE. THE CONTACT NOTICED PREMATURE WEAR ON THE TIRES AND TREAD SEPARATION. THE DEALER REPLACED ALL FOUR TIRES ON SIXTEEN OCCASIONS. THE DEALER INFORMED THE CONTACT THAT THE FAILURE WAS DUE TO ROAD CONDITIONS. THE MANUFACTURER WAS AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 61,074. THE VIN WAS UNAVAILABLE.</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>		<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p>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.</p>			

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

More than a dozen tires in 1 1/2 yrs. is truly excessive wear - minus money & aggravation.

Thank you!

Sent copies of all I could find & Thank you.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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:

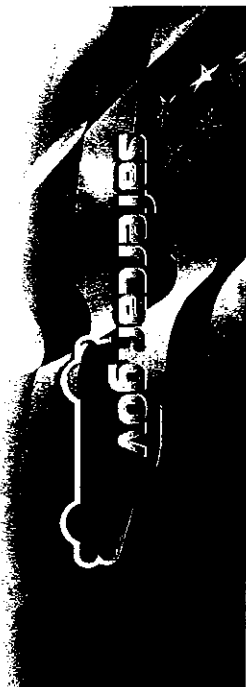
www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





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INVOICE

www.flynnstire.com

FLYNN'S YOUNGSTOWN - 422
655 MAHONING AVE
YOUNGSTOWN, OH 44504
(330) 747-1994

New front Tires

INVOICE DATE	CUST. NO.	ORDER NO.	PAGE	INVOICE NO.
03/24/10	999423	39345	1	37361

License: [REDACTED]
Mileage: 61,074 2006 KIA SPECTRA

OLD TO

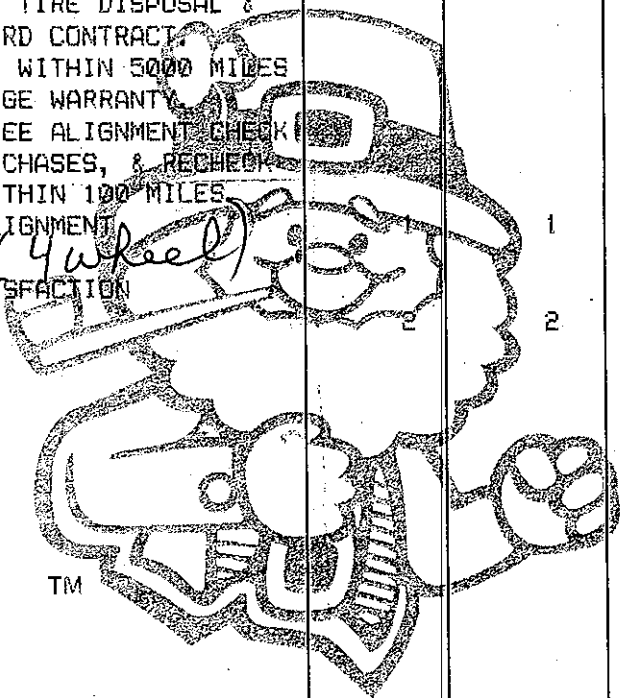
CASH - AUSTINTOWN

SHIP TO

BOARDMAN, OH [REDACTED]

PURCHASE ORD. NO.	SALES PERSON	MAIN PHONE	OTHER PHONE	SHIP VIA
	TM1			INSTALLED

Cash

ITEM NO.	DESCRIPTION	QTY. ORDERED	QTY. SHIPPED	F.E.T.	PRICE	NET EXTENSION
56632916	205/50R16 87H KY CHARGER GT BSW 5L Serial# : PJWDJL1R2909	2	2	0.00	94.50	189.00
INSTALL	INCLUDES INSTALLATION; WHEEL BALANCE *RUBBER VALVE; OLD TIRE DISPOSAL & *FLYNN'S ROAD HAZARD CONTRACT; *MUST ROTATE TIRES WITHIN 5000 MILES *TO VALIDATE MILEAGE WARRANT *WE RECOMMEND A FREE ALIGNMENT CHECK *WITH NEW TIRE PURCHASES, & RECHECK *LUG NUT TORQUE WITHIN 100 MILES	1	1			
WHL	2 WHEEL THRUST ALIGNMENT *FREE ALIGNMENT *PER CUSTOMER SATISFACTION		1		0.00	0.00
TAX	OHIO TIRE TAX	2	2		1.00	2.00
 <p>PRONTO NAT'L PARTS/LABOR WRNTY *SEE STORE FOR DETAILS OR CALL 800-477-6686. WE THANK YOU!</p>						
300 1488:	203.89				SubTot Parts:	191.00
NET 10TH		OrdTkr: j#1			Tax @ 6.750% :	12.89

TERMS: Strictly Cash, Check, VISA, Mastercard, Discover, American Express or The Flynn's Goodyear Credit Card. In addition, I have read and understand the limited warranty policy on the reverse side. We appreciate your feedback at flynnstire.com or 1-800-569-6004 ext. 273.

Inv Total : 203.89

X



Flynn's Tire & Auto Service

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INVOICE

www.flynnstire.com

FLYNN'S AUSTINTOWN - 423
4985 MAHONING AVENUE
AUSTINTOWN, OH 44515
(330) 799-0224

INVOICE DATE	CUST. NO.	ORDER NO.	PAGE	INVOICE NO.
02/21/11	999422	81367	1	80603
License: [REDACTED]		Mileage: 70,500 2006 KIA SPECTRA		

OLD TO CASH - YOUNGSTOWN

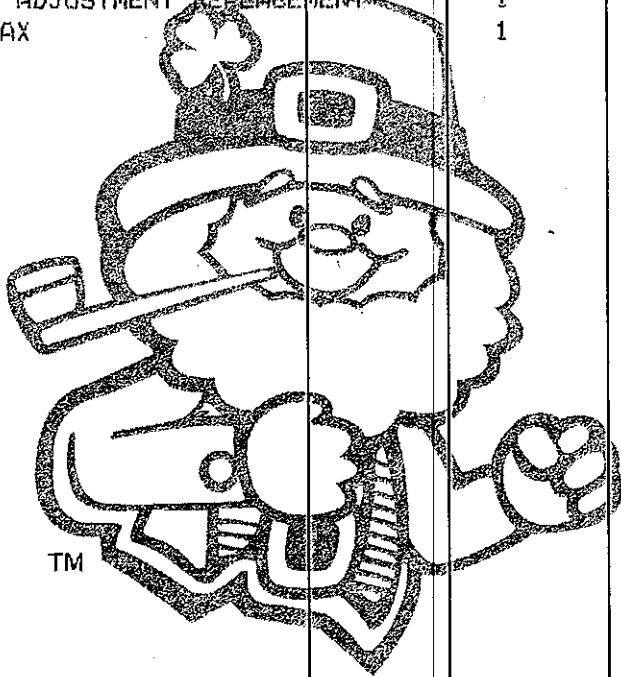
SHIP TO [REDACTED]
BOARDMAN, OH [REDACTED]

50,000

PURCHASE ORD. NO.	SALES PERSON	MAIN PHONE	OTHER PHONE	SHIP VIA
	JC5	[REDACTED]		INSTALLED

Cash

ITEM NO.	DESCRIPTION	QTY. ORDERED	QTY. SHIPPED	F.E.T.	PRICE	NET EXTENSION
356632815	*INSTALL NEW 205/50R16 B7H KY CHARGER GT BSW SL Serial# : pjwpj11r4610	1	1	1	0.00	64.25
INSTALL	INCLUDES INSTALLATION; WHEEL BALANCE	1	1	1		
RHA	ROAD HAZARD ADJUSTMENT REPLACEMENT	1	1	1		15.99
DTAX	OHIO TIRE TAX	1	1	1		1.00
600 4188:						86.72
NET 10TH						
SubTot Parts:						81.24
Tax 6.750% :						5.48



TM

PRONTO NAT'L PARTS/LABOR WRNTY
*SEE STORE FOR DETAILS OR CALL
800-477-6686. WE THANK YOU!

OrdTkr: JC5

TERMS: Strictly Cash, Check, VISA, Mastercard, Discover, American Express or The Flynn's Goodyear Credit Card.
In addition, I have read and understand the limited warranty policy on the reverse side. We appreciate your feedback at flynnstire.com or 1-800-569-6004 ext. 273.

Inv Total : 86.72

X



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INVOICE

www.flynnstire.com

FLYNN'S AUSTINTOWN -- 423
 4985 MAHONING AVENUE
 AUSTINTOWN, OH 44515
 (330) 799-0224

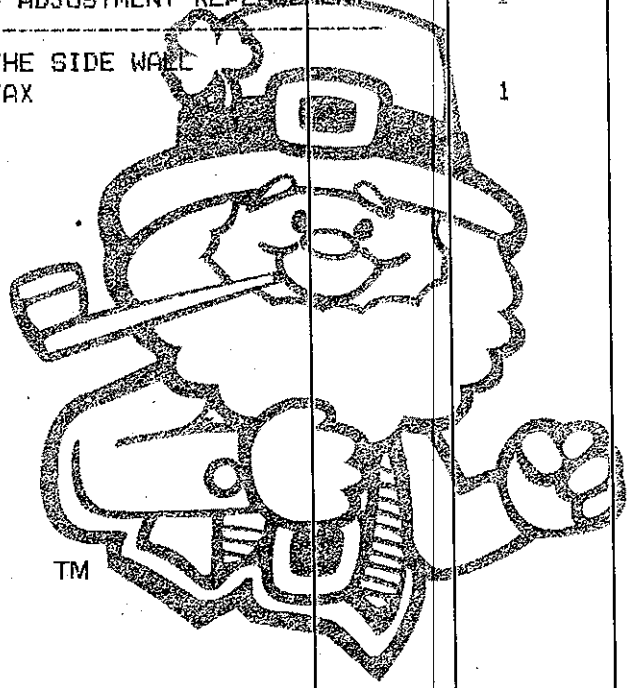
INVOICE DATE	CUST. NO.	ORDER NO.	PAGE	INVOICE NO.
04/05/11	999422	83454	1	82631
License: [REDACTED]		Mileage: 81,388 2006 KIA SPECTRA		

OLD TO CASH - YOUNGSTOWN

SHIP TO [REDACTED]
 BOARDMAN, OH [REDACTED]

PURCHASE ORD. NO.	SALES PERSON	MAIN PHONE	OTHER PHONE	SHIP VIA

Cash

ITEM NO.	DESCRIPTION	QTY. ORDERED	QTY. SHIPPED	F.E.T.	PRICE	NET EXTENSION
356632816	205/50R16 B7H KY CHARGER GT BSW SL Serial# : pjwdj11r4810	1	1	1	0.00	64.88
INSTALL RHA	INCLUDES INSTALLATION; WHEEL BALANCE ROAD HAZARD ADJUSTMENT REPLACEMENT	1	1	1		15.99
DTAX	*BUBBLE IN THE SIDE WALL OHIO TIRE TAX	1	1	1		1.00
						
PRONTO NAT'L PARTS/LABOR WRNTY *SEE STORE FOR DETAILS OR CALL 800-477-6686. WE THANK YOU!						
GDD 1488:	87.40	OrdTkr: joe a			SubTot Parts:	81.87
NET 10TH					Tax 6.75% :	5.53

TERMS: Strictly Cash, Check, VISA, Mastercard, Discover, American Express or The Flynn's Goodyear Credit Card.
 In addition, I have read and understand the limited warranty policy on the reverse side. We appreciate your feedback at flynnstire.com or 1-800-569-6004 ext. 273.

Inv Total : 87.40

X



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INVOICE

www.flynnstire.com

FLYNN'S AUSTINTOWN - 423
 4985 MAHONING AVENUE
 AUSTINTOWN, OH 44515
 (330) 799-0224

OLD TO

CASH - YOUNGSTOWN

INVOICE DATE	CUST. NO.	ORDER NO.	PAGE	INVOICE NO.
04/13/11	999422	83839	1	83000
License# [REDACTED]		Mileage: 81,990 2006 KIA SPECTRA		

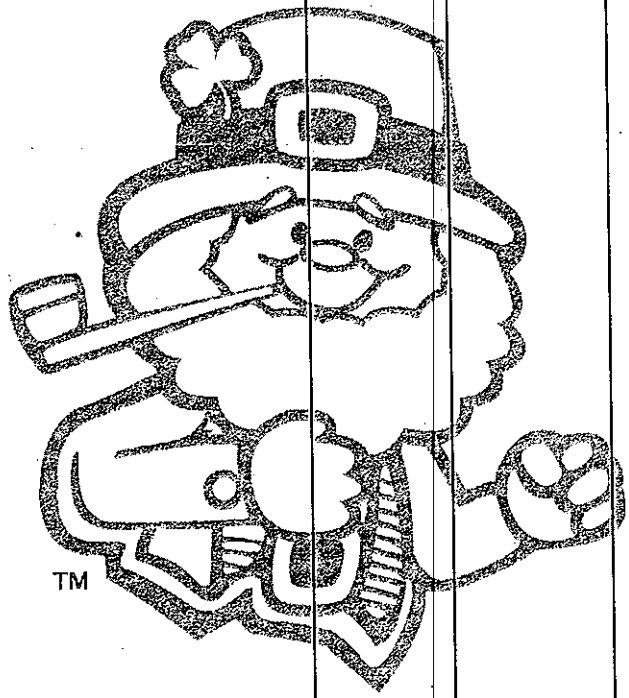
SHIP TO



BOARDMAN, OH [REDACTED]

PURCHASE ORD. NO.	SALES PERSON	MAIN PHONE	OTHER PHONE	SHIP VIA
	JCS	[REDACTED]	[REDACTED]	INSTALLED

Cash

ITEM NO.	DESCRIPTION	QTY. ORDERED	QTY. SHIPPED	F.E.T.	PRICE	NET EXTENSION
FRW	FLAT REPAIR - WARRANTY	1	1		0.00	0.00
						
PRONTO NAT'L PARTS/LABOR WRNTY *SEE STORE FOR DETAILS OR CALL 800-477-6686. WE THANK YOU!						
SubTot Parts:						0.00
NET 10TH						
OrdTkr: jcs						

Accept Cash, Check, VISA, Mastercard, Discover, American Express or The Flynn's Goodyear Credit Card.
 Please read and understand the limited warranty policy on the reverse side. We appreciate your feedback.
 1-800-569-6004 ext. 273.

Inv Total : 0.00

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INVOICE

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FLYNN'S AUSTINTOWN - 423
4985 MAHONING AVENUE
AUSTINTOWN, OH 44515
(330) 799-0224

SOLD TO CASH - YOUNGSTOWN

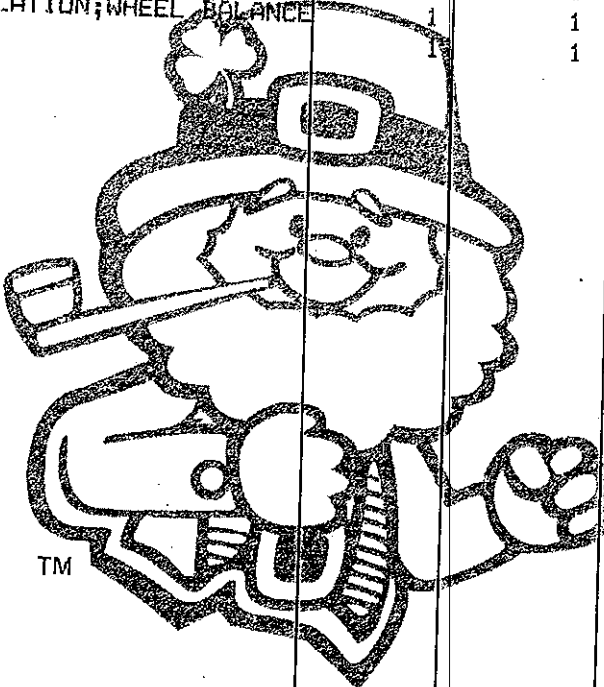
INVOICE DATE	CUST. NO.	ORDER NO.	PAGE	INVOICE NO.
05/05/11	999422	84890	1	84042
License		2006 KIA SPECTRA		
Mileage		83,442		

SHIP TO [REDACTED]

BOARDMAN, OH [REDACTED]

PURCHASE ORD. NO.	SALES PERSON	MAIN PHONE	OTHER PHONE	SHIP VIA
	JH9			INSTALLED

Cash

ITEM NO.	DESCRIPTION	QTY. ORDERED	QTY. SHIPPED	F.E.T.	PRICE	NET EXTENSION
356632016	*PASSENGER FRONT HAS BUBBLE IN SIDEWALL					
	205/50R16 87H KY CHARGER GT BSW SL	1	1	0.00	13.36	13.36
	Serial# : pjwdj11r1211					
INSTALL.	INCLUDES INSTALLATION; WHEEL BALANCE	1	1			
OTAX	OHIO TIRE TAX	1	1		1.00	1.00
						
PRONTO NAT'L PARTS/LABOR WRNTY *SEE STORE FOR DETAILS OR CALL 800-477-6686. WE THANK YOU!						
DODYEAR:	15.33					
ET 10TH		OrdTkr: jhh		SubTot Parts:		14.36
				Tax 6.750% :		0.97

RMS: Strictly Cash, Check, VISA, Mastercard, Discover, American Express or The Flynn's Goodyear Credit Card. In addition, I have read and understand the limited warranty policy on the reverse side. We appreciate your feedback flynnstire.com or 1-800-569-6004 ext. 273.

Inv Total : 15.33



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INVOICE

www.flynnstire.com

INVOICE DATE	CUST. NO.	ORDER NO.	PAGE	INVOICE NO.
05/10/11	999422	85097	1	84223

License: [REDACTED]
 Mileage: 83,950 2006 KIA SPECTRA

FLYNN'S AUSTINTOWN - 423
 4985 MAHONING AVENUE
 AUSTINTOWN, OH 44515
 (330) 799-0224

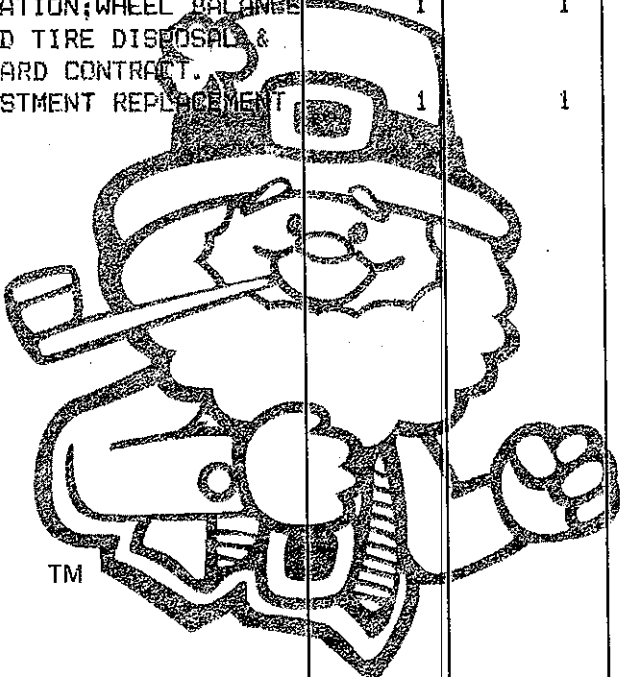
OLD TO CASH - YOUNGSTOWN

SHIP TO [REDACTED]
 BOARDMAN, OH [REDACTED]

replaced

PURCHASE ORD. NO.	SALES PERSON	MAIN PHONE	OTHER PHONE	SHIP VIA
	JH9	[REDACTED]		INSTALLED

Cash

ITEM NO.	DESCRIPTION	QTY. ORDERED	QTY. SHIPPED	F.E.T.	PRICE	NET EXTENSION
356632916	*** Adjustment Claim# 1 *** TDR:10 1/32:0 %Worn:0 Replace 205/50R16 87H KY CHARGER GT BSW SL with: 205/50R16 87H KY CHARGER GT BSW SL Serial# : pjwdjlr4610	1	1	0.00	0.00	0.00
INSTALL	INCLUDES INSTALLATION; WHEEL BALANCE *RUBBER VALVE; OLD TIRE DISPOSAL & *FLYNN'S ROAD HAZARD CONTRACT.	1	1			
RHA	ROAD HAZARD ADJUSTMENT REPLACEMENT	1	1		15.99	15.99
 <p>PRONTO NAT'L PARTS/LABOR WRNTY *SEE STORE FOR DETAILS OR CALL 800-477-6686. WE THANK YOU!</p>						
GOD 1488:	17.07				SubTot Parts:	15.99
NET 10TH		OrdTkr: jhh			Tax 6.750% :	1.08

TERMS: Strictly Cash, Check, VISA, Mastercard, Discover, American Express or The Flynn's Goodyear Credit Card.
 In addition, I have read and understand the limited warranty policy on the reverse side. We appreciate your feedback
 at flynnstire.com or 1-800-569-6004 ext. 273.

Inv Total : 17.07

X

Flynn's Tire & Auto Service

advertised TIRE price is the ENTIRE price."

INVOICE

www.flynnstire.com

INVOICE DATE	CUST. NO.	ORDER NO.	PAGE	INVOICE NO.
06/01/11	999428	86034	1	85152
License: [REDACTED]		Mileage: 85,394 2006 KIA SPECTRA		

FLYNNS AUSTINTOWN - 423
 4985 MAHONING AVENUE
 AUSTINTOWN, OH 44515
 (330) 799-0224

OLD TO

CASH - YOUNGSTOWN

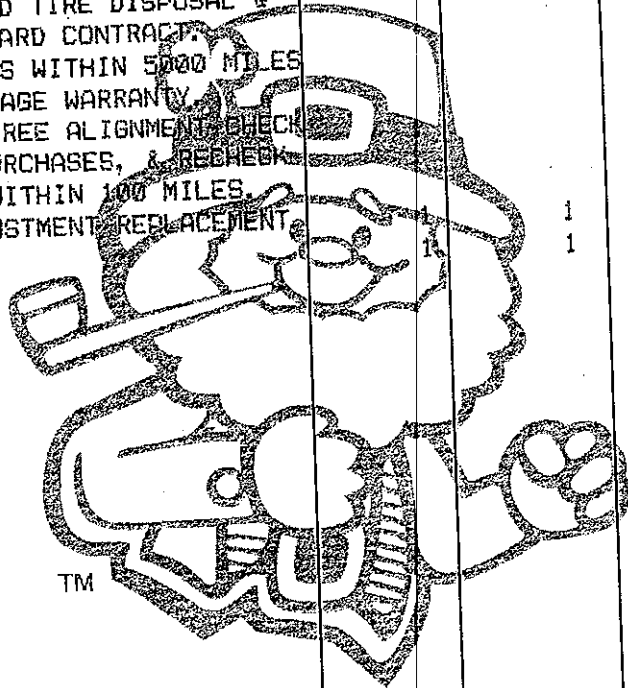
front

SHIP TO

[REDACTED]
 BOARDMAN, OH [REDACTED]

PURCHASE ORD. NO.	SALES PERSON	MAIN PHONE	OTHER PHONE	SHIP VIA
JCS	[REDACTED]	[REDACTED]	[REDACTED]	INSTALLED

Cash

ITEM NO.	DESCRIPTION	QTY. ORDERED	QTY. SHIPPED	P.E.T.	PRICE	NET EXTENSION
356632816	205/50R16 B7H KY CHARGER GT BSW SL Serial# : PLKA17K2111 INCLUDES INSTALLATION; WHEEL BALANCE *RUBBER VALVE; OLD TIRE DISPOSAL & *FLYNN'S ROAD HAZARD CONTRACT. *MUST ROTATE TIRES WITHIN 5000 MILES *TO VALIDATE MILEAGE WARRANTY *WE RECOMMEND A FREE ALIGNMENT CHECK *WITH NEW TIRE PURCHASES, & FRESHEN *LUG NUT TORQUE WITHIN 100 MILES. ROAD HAZARD ADJUSTMENT REPLACEMENT OHIO TIRE TAX	1	1	0.00	8.50	8.50
INSTALL						
RHA					15.99	15.99
DTAX					1.00	1.00
						
PRONTO NAT'L PARTS/LABOR WRNTY *SEE STORE FOR DETAILS OR CALL 800-477-6686. WE THANK YOU!						
600 1488:	27.21	OrdTkr: JCS		SubTot Parts:		25.49
NET 10TH				Tax 6.750% :		1.72

*rubber
fee?
per Joe C.*

TERMS: Strictly Cash, Check, VISA, Mastercard, Discover, American Express or The Flynn's Goodyear Credit Card.
 In addition, I have read and understand the limited warranty policy on the reverse side. We appreciate your feedback
 at flynnstire.com or 1-800-569-6004 ext. 273.

Inv Total : 27.21

The Goodyear Tire & Rubber Company

Consumer Relations
Akron, Ohio 44316-0001

April 13, 2011

[REDACTED]
Youngstown, OH [REDACTED]

Dear [REDACTED]

Thank you for taking the time to inform us of your recent tire failures.

Goodyear tires are covered under our Limited Warranty for conditions related to workmanship or materials for the usable tread life of the tire. Road hazard injuries are not covered by our warranty, as these occurrences are beyond the control of the manufacturer.

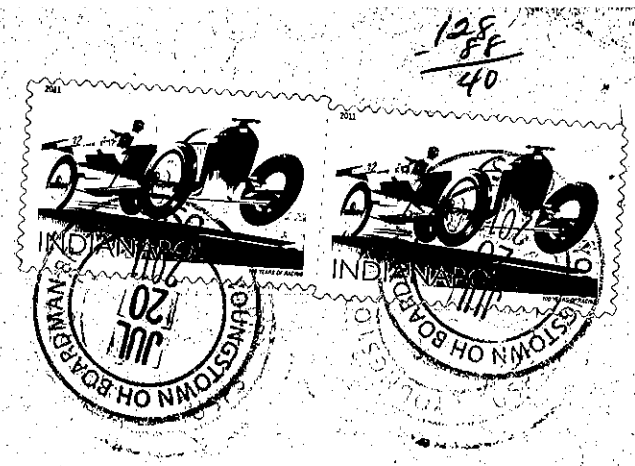
I have talked with Joe at Flynn's tire in Austintown, who informed me that your tire was damaged by a road hazard.

We would hope you understand road hazard damage is accidental in nature and not a reflection on product quality. We must therefore, respectfully deny your claim.

Sincerely,
Jamie
Consumer relations

own, OH

FIRST CLASS



U. S. Dept. of Transportation
National Highway Traffic
Safety Admin.
Office of Defects Investigation,
NVS-210