

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Subject: FW: NHTSA: Follow up to ODI Complaint: 10421452
Date: Tuesday, September 13, 2011 10:07:06 AM
Attachments: [10421452.pdf](#)
[Correction of file report.doc](#)

Report Vehicle Safety Defects!



www.safercar.gov

From: EVOQ (NHTSA)
Sent: Tuesday, September 13, 2011 9:51 AM
Subject: FW: NHTSA: Follow up to ODI Complaint: 10421452

From: [REDACTED]
Sent: Wednesday, September 07, 2011 2:58 PM
To: EVOQ (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: 10421452

OK Kristin,

Please find attached PDF file as sent to me of the #10421452 file and a word document that contains corrections for this pdf file.

I hope this is easy to understand on correction.

Thank you

----- Original Message -----

From: EVOQ@dot.gov
To: [REDACTED]
Sent: Wednesday, September 07, 2011 8:38 AM
Subject: RE: NHTSA: Follow up to ODI Complaint: 10421452

If you could please send us an email with everything you would like added into your complaint. Include the tire ID and anything else you wish to be put in and we will update it in our database so it is correct.

Thank you

Kristin Berry

BLF Technologies Inc.
on assignment with
National Highway Traffic Safety Administration
Dept. Of Transportation
kristin.berry@dot.gov
202-366-0699, W48-212

From: [REDACTED]
Sent: Tuesday, September 06, 2011 3:41 PM
To: EVOQ (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: 10421452

Hi Kristin,

Actually none of the above -- I really need to be able to correct right here on my computer and email it back --

The problem in the first place is -- I had to do this by calling because the web site does not allow me to ID the tire correctly. The fellow who did the document did not write what I said to write -- so the document is seriously not accurate at all.

I did however in a second vain attempt try to correct the problem by issuing a second document #10422738 -- you can see not only my correction but frustration in trying to file this thing.

There really needs to be a web site protocol to allow one to ID the item if it is not on the list -- bottom line the way the questions are set up and answers -- well it is not very friendly unless the exact item is not listed.

This problem is a life threatening issue and it concerns Dunlop motorcycle tires -- I have the photos and they full well know about it and are using their corporate power to pretend I or anyone else who try to correct these situations don't exist. Bottom line one has to be killed or injured for any one to take action.

----- Original Message -----

From: EVOQ@dot.gov
To: [REDACTED]
Sent: Tuesday, September 06, 2011 12:32 PM
Subject: RE: NHTSA: Follow up to ODI Complaint: 10421452

You may either print out the pdf form and make changes by writing on it then mailing it or faxing it back into us, or I can get you a hardcopy of the document in the mail that when you receive you make the necessary changes on the paper and mail it back into us. Whichever you prefer is fine. Please let me know if you want me to mail you a hardcopy.

Thank you

From: [REDACTED] 1
Sent: Tuesday, September 06, 2011 11:21 AM
To: EVOQ (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: 10421452

Greetings,

It states "Please make any necessary edits " -- can you instruct just How I am suppose to edit the PDF document -- it does not respond to editing -- or just how I am suppose to edit the info -- I did supply a document with all the corrections and all I got was a canned email response that did nothing that I can see.

Thank you

----- Original Message -----

From: EVOQ@dot.gov
To: [REDACTED]
Sent: Tuesday, September 06, 2011 9:55 AM
Subject: FW: NHTSA: Follow up to ODI Complaint: 10421452

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



No virus found in this message.
Checked by AVG - www.avg.com
Version: 10.0.1392 / Virus Database: 1520/3880 - Release Date: 09/06/11

No virus found in this message.
Checked by AVG - www.avg.com
Version: 10.0.1392 / Virus Database: 1520/3880 - Release Date: 09/06/11

No virus found in this message.
Checked by AVG - www.avg.com

| Version: 10.0.1392 / Virus Database: 1520/3881 - Release Date: 09/06/11





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

25-AUG-2011

Repository ☐Reference No.
10421452

OWNER INFORMATION (Type or Print)

Name
Address
City ABILENE State TX Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 HARLEY DAVIDSON Model FXDL Model Year 2008

Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:

Original Owner ☐ Dealer's City State Zip Code

Transmission Type ☐ Antilock Brakes ☐ Cruise Control Powertrain Multiple Failure: Incident Date(s) 20-JUN-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 190000 TIRES, 191000 TIRES: TREAD/BELT Failure Mileage 20000 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make DUNLOP Tire Model (Name or Number) K591 Tire Size (Example P215/65R15) P160/70V17

DOT No. (Example: DOTM9ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: DRIVER SIDE REAR

Tire Component Code 191000 TIRES:TREAD/BELT Tire Failure Type: CRACK

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 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 2008 HARLEY DAVIDSON DYNA SERIES LOW RIDER. THE CONTACT STATED THE REAR TIRE IS A DUNLOP K591 160/70V-17. THE CONTACT NOTICED IN EARLY JUNE 2011 A SPLIT IN THE CENTER RAIN GROVE. ON AUG. 19, 2011 FOUND ADDITIONAL CRACKS IN THE TIRE IN THESE CENTER RAIN GROVES. THE MOTORCYCLE WAS TAKEN TO A LOCAL MOTORCYCLE SHOP WHO STATED THE TIRE WAS DEFECTIVE AND THE SPLITTING WAS ABNORMAL. THIS MOTORCYCLE SHOP SUGGESTED IT BE TAKEN TO KENTS HARLEY DAVIDSON WHERE EFFORT TO CONTACT ¿DUNLOP MOTORCYCLE TIRE CONSUMER AFFAIRS DEPARTMENT¿ WENT UN-RESPONDED TO, UNTIL THE DATE OF THIS REPORT. KENTS HARLEY DAVIDSON CAN PROVIDE PICTURES OF THE DEFECTIVE TIRE. THE CURRENT MILEAGE ON THE TIRE IS AROUND 7000 MILES AND THE TIRE HAS 4/32 TREAD LEFT FROM A NEW 8/32 DEPTH. THIS IS A LIFE THREATENING SITUATION AND DUNLOP IS REFUSING TO RESPOND TO THE DEFECT.

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.

Correction of file report #10421452

On the attached PDF file under,

Address should be [REDACTED] -- not [REDACTED]

City should be ABILENE – not abiln

1. Failed Component – failure mileage should be 7000 – not 20,000
2. Additional items when reporting tire failure -- Failure location should be REAR TIRE not driver side rear. Last box by Tire Failure Type should be – DEFECTIVE SPLITTING AND SEPERATING – not Cracked.

In the Narrative description to be really accurate I have modified to read as follows.

The Dunlop K591 tire is on the rear of a 2008 Harley Davidson Dyna series Low Rider. This [Dunlop K591 160/70VB-17] is the specified tire for this Harley. In early June 2011 a split in the center rain groove was noticed. On Aug. 19, 2011 additional Splitting going around the tire was found in these center rain grooves. The motorcycle was taken to a local motorcycle shop who stated the tire was defective and was separating and the splitting was abnormal. This motorcycle shop suggested it be taken to Kents Harley Davidson where effort to contact “Dunlop motorcycle tire consumer affairs department” went un-responded to, until the date of this report. Kents Harley Davidson can provide pictures of the defective tire. The current mileage on the tire is around 7000 miles and the tire has 4/32 tread left from a new 8/32 depth. The date on the K591 tire is 4908. This is a life threatening situation and Dunlop is refusing to respond to the defect. Dunlop has a full replacement warranty for tires ½ or less used. The tire is properly inflated according to the Harley Davidson manual. It should be further noted Dunlop is willfully and deliberately ignoring their warranty on motorcycle tires and are therefore willfully deliberately endangering customers and have full knowledge they are doing so. I have all correspondence and photos to prove this in a court of law. The Gov. should act on this to protect the citizens. Even an agent for “Consumer Relations Goodyear Corporate Headquarters”, has repeatedly tried to have someone from Goodyear Dunlop to resolve this defective motorcycle tire issue. To date [three weeks after the first effort to contact Dunlop Goodyear] there is no response and no resolve forcing the customer to have to ride the motorcycle in a dangerous life threatening condition or pay a premature expense of replacement. I have all documents to prove these events. The motorcycle is a daily driver of necessity. This is a very serious safety life threatening issue and should be investigated.