

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10451240
Date: Monday, April 16, 2012 9:37:56 AM
Attachments: [How to UNZIP.html](#)
[SecureZIP Attachments.zip](#)

EQ-10451240-9410

Report Vehicle Safety Defects!

www.safercar.gov

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

From: EVOQ (NHTSA)
Sent: Monday, April 16, 2012 7:39 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10451240

Original Message-----

From: [REDACTED] CTR USAF AFMC AFRL/RZSO [REDACTED]
Sent: Friday, April 13, 2012 3:21 PM
To: EVOQ (NHTSA)
Subject: RE: NHTSA: Follow up to ODI Complaint: 10451240

Good afternoon,

I, [REDACTED], purchased these tires (Mud Grapplers) on 3/28/2009 during the time of purchase and the tire failure the tires only had just over 14,000 miles on them, after the failure had occurred and installing the spare tire I made an unnerving discovery on the inside wall of the tire I had removed, it had approximately eleven cracks all the way around the tire all about the same size as the one show in the attachment, attached to this e-mail. Please note not only the tire that had failed had cracks, but the remaining three still on the vehicle had the same kind of cracks in the inside side walls. Toyo Tire Holdings of Americas has recalled certain types of their NITTO TERRA GRAPPLER TIRES for the same reason, why have they not recalled the MUD GRAPPLER?? I have attached the document NITTO/TOYO TIRE RECALL ALERT concerning the recall; I have also attached a document from the JKO Owners.Com Web Site stating a warning of the NITTO MUD GRAPPLER TIRE splitting up the sidewalls.

It concerns me deeply that TOYO/NITTO is fully aware that the MUD GRAPPLER TIRE has the same defect as the certain NITTO TERRA GRAPPLER tires, but as far as I know has not recalled the MUD GRAPPLER TIRE. They're very well could be people out there that have these MUD GRAPPLER TIRES on their vehicles and are not aware of the danger of the inside walls of their tires splitting up the side walls, let's be honest how many people check the inside side walls of their tires on a regular basis, if at all.

This is a serious issue and someone could be seriously injured or killed because they may not be aware of the MUD GRAPPLER TIRE DEFECT, mainly because Toyo Tire Holdings of Americas has not recalled this tire, as they did with the NITTO TERRA GRAPPLER TIRE with the absolute same problem. It seems to be quite odd that the Toyo Tire Company has recently changed the way manufacture the MUD GRAPPLER TIRE; they have gone to manufacturing the tire in a metric size 31517516. Could it be because of the defect in the original manufacturing process?? Either way I think the Toyo Tire Company is being extremely irresponsible about this matter and is a dollar amount worth more than someone's life if a fatal accident did occur because of the defected tires that have not been recalled.

P.S, I hope this additional information is helpful. When I tried to add information to your PDF

1045124.Pdf, It would not let me make any changes or additions.

Sincerely,

[REDACTED]
ROSS Program Manager
Jacobs Technology

[REDACTED]
Cell
Fax

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Any viewing, copying or distribution of, or reliance on this message by unintended recipients is strictly prohibited. If you have received this message in error, please notify us immediately by replying to the message and deleting it from your computer. Thank You.

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

From: EVOQ@dot.gov [<mailto:EVOQ@dot.gov>]

Sent: Wednesday, March 21, 2012 5:38 AM

To: [REDACTED] CTR USAF AFMC AFRL/RZSO

Subject: FW: NHTSA: Follow up to ODI Complaint: 10451240

Please see the attached copy of your recent complaint and instructions.

Please make any necessary edits and return via email to dataquality@dot.gov

<<mailto: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



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

12-MAR-2012

Repository Reference No.
10451240**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City PLAM DALE

State CA

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

Make
FORDModel
F-350Model Year
2004

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

Powertrain

Multiple Failure:

Incident Date(s)

 Cruise Control

18-OCT-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 190000 TIRES, 190000 TIRES

Failure Mileage
14000Failure Speed
40**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**Tire Make
NITTOTire Model (Name or Number)
NITTOTire Size (Example P215/65R15)
35X14R16

DOT No. (Example: DOTM19ABC036)

 Original Equipment
 Prior Repair

Failure Location: DRIVER SIDE FRONT

Tire Component Code
190000 TIRES

Tire Failure Type: BLOWOUT

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 SET OF NITTO MUD GRABBLER TIRES, SIZE 35/14/16, THAT WERE EQUIPPED ON A 2004 FORD F-350. WHILE TRAVELING 40 MPH, THE CONTACT NOTICED THAT THE FRONT DRIVER SIDE TIRE HAD A SUDDEN BLOWOUT. AFTER EXAMINING THE TIRE THE CONTACT NOTICED THAT THE TIRE WAS SPLIT IN SEVERAL AREAS. THE TIRES WERE NOT DIAGNOSED FOR THE FAILURE. THE CURRENT AND THE FAILURE MILEAGES WERE 14,000. THE VIN WAS NOT AVAILABLE.

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.

Memorandum

Date: 04/09/12

To: National Highway Traffic Safety Administration.
From: [REDACTED]

Subject: ODI Complaint: 10451240

I, [REDACTED] purchased these tires (Mud Grapplers) on 3/28/2009 during the time of purchase and the tire failure the tires only had just over 14,000 miles on them, after the failure had occurred and installing the spare tire I made an unnerving discovery on the inside wall of the tire I had removed, it had approximately eleven cracks all the way around the tire all about the same size as the one show in the attachment, attached to this e-mail. Please note not only the tire that had failed had cracks, but the remaining three still on the vehicle had the same kind of cracks in the inside side walls. Toyo Tire Holdings of Americas has recalled certain types of their NITTO TERRA GRAPPLER TIRES for the same reason, why have they not recalled the MUD GRAPPLER?? I have attached the document NITTO/TOYO TIRE RECALL ALERT concerning the recall; I have also attached a document from the JKO Owners.Com Web Site stating a warning of the NITTO MUD GRAPPLER TIRE splitting up the sidewalls. It concerns me deeply that TOYO/NITTO is fully aware that the MUD GRAPPLER TIRE has the same defect as the certain NITTO TERRA GRAPPLER tires, but as far as I know has not recalled the MUD GRAPPLER TIRE. They're very well could be people out there that have these MUD GRAPPLER TIRES on their vehicles and are not aware of the danger of the inside walls of their tires splitting up the side walls, let's be honest how many people check the inside side walls of their tires on a regular basis, if at all. This is a serious issue and someone could be seriously injured or killed because they may not be aware of the MUD GRAPPLER TIRE DEFECT, mainly because Toyo Tire Holdings of Americas has not recalled this tire, as they did with the NITTO TERRA GRAPPLER TIRE with the absolute same problem. It seems to be quite odd that the Toyo Tire Company has recently changed the way manufacture the MUD GRAPPLER TIRE; they have gone to manufacturing the tire in a metric size 31517516. Could it be because of the defect in the original manufacturing process?? Either way I think the Toyo Tire Company is being extremely irresponsible about this matter and is a dollar amount worth more than someone's life if a fatal accident did occur because of the defected tires that have not been recalled.

Sincerely,

[REDACTED]
Concerned, Consumer

Invoice #
22540

GRAND AMERICAN TIRE
38426 12TH STREET EAST
PALMDALE, CA 93550
661-947-8438

DATE
3-28-2009

LNAME: [REDACTED]
FNAME: [REDACTED]
ADRES: [REDACTED]
CY/ST: PALMDALE, CA
TECH: RL MANAGER: KG
NOTES:

HPHONE: [REDACTED]
WPHONE: [REDACTED]
ZIP: [REDACTED]
PO NUMBER:
MANUF:

TAG: [REDACTED]
YR: 2003 MAKE: FORD
MODEL: F350
MILEAGE: 56538
MOTOR:
VIN:

PART#	DESCRIPTION	QTY	PRICE	DISC	TOTAL
TUL	PRE-PAID -----DEBIT	1.00	0.00	0	0.00
TNT200610	35145016 NITTO MUG GRABBLER	4.00	350.00	0	1400.00

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for the purpose of testing and inspection. An express mechanics order is hereby authorized to secure the amount of repairs thereto.

Parts	1400.00
Labor	0.00
Subtotal	1400.00
Tax	0.00
Total	1400.00
DEBIT	1400.00

BAR#AC249341

!!! Have a nice day !!!



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Nitto Mud Grapplers splitting up the sidewall

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02-23-2011, 11:50 AM

#1

venom
Double Tap

Nitto Mud Grapplers splitting up the sidewall

If you are running Mud Grapplers - keep an eye on them!



Join Date: Sep 2007
Member # 146
Location: East of Abilene, TX
Posts: 5,808
Garage
Feedback: 0 reviews

If you've read any posts on here by me about tires, its no secret that I LOVE my Mud Grapplers. They have been the best tire I have ever owned, super puncture resistant - I had a mesquite thorn go through the front of my fender flare but have yet to have one pierce a Grappler - only flat I've had, I found like 6 nails in one. They've been awesome on every surface - rocks, mud, sand, snow and ice.

yeah they're noisy on the road, but you get used to it, they chunk a little on the rocks but nothing like a swamper, and yeah they are expensive but they wear great on my 4dr.

BUT

2 of mine have split up the sidewall from the side lugs - not just one or 2 little cracks, but numerous canyons on both sides of the tires, to the point that one will leak pretty severely if parked with a split facing down.

I contacted Nitto and got the standard "contact your dealer" form email. So I took it to the local Discount Tire and they said the only time they had seen that was on 3/4 ton trucks doing burnouts on the street. Definitely NOT something my minivan motor can do. They called Nitto and the response was just "prorate a new pair of tires based on tread depth" no explanation or anything. so I could have had a new pair of tires for ~ half price, but since they were all about half worn, I still would have had to pay full price for the other 3 and no explanation about the cracks - if they were likely to do it again or anything. Yeah I have about 35K miles on them, but if it werent for the cracks, they have an easy 15-20K left on them. BTW - I keep my pressure at about 33psi on the street and rotate them semi- regularly, not as often as I should have but its been done a few times.

So keep an eye on your side lugs if you run Grapplers - these cracks didnt start showing until they had about 30K miles on them. heres a pic of one of the cracks - and not the worst one The 2 tires in question have probably 8-12 cracks PER SIDE! the one that actually leaked, you could stick your pinky finger tip into the crack when it was facing down.



TOYO / PROXES ST II / 305/50R20 MAY 31, 2009 - AUG 08, 2009
Manufacturer: TOYO TIRE HOLDINGS OF AMERICAS INC. Mfr's Report Date: FEB 05, 2010
NHTSA CAMPAIGN ID Number: 10T002000
N/A

NHTSA Action Number: N/A
Component: TIRES:SIDEWALL
Potential Number of Units Affected: 2183

Summary:
TOYO TIRE HOLDINGS OF AMERICAS, INC. IS RECALLING CERTAIN NITTO TERRA GRAPPLER ALL TERRAIN, SIZE 305/50R20 120S, TOYO OPEN COUNTRY A/T AND TOYO PROXES ST II, SIZE 305/50R20, MANUFACTURED FROM...SOME OF THE SUBJECT TIRES MAY HAVE BEEN PRODUCED WITH A WRINKLE IN THE UPPER SIDEWALL AREA OF THE TIRES. UNDER CERTAIN CIRCUMSTANCES, THIS WRINKLE MAY EVENTUALLY LEAD TO A CRACK IN THE SIDEWALL.

Consequence:
IF A CRACK DEVELOPS AND IS LEFT UNDETECTED, THE TIRE MAY FAIL, POTENTIALLY CAUSING A CRASH, POSSIBLY RESULTING IN INJURY OR DEATH.

Remedy:
TOYO WILL NOTIFY OWNERS AND REPLACE THE AFFECTED TIRES FREE OF CHARGE, WHICH INCLUDES MOUNTING AND BALANCING. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR ABOUT FEBRUARY 22, 2010. OWNERS MAY CONTACT NITTO CUSTOMER HOTLINE AT 1-888-529-8200 OR TOYO CUSTOMER HOTLINE AT 1-800-442-8696.

Notes:
OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

-----> **Homemade Soap** <-----

F150 05 5.4 XLT, Nitto 295/70/17, Dual Flowmaster, Gryphon w/ Custom Tunes
aFe Stage 2 CAI w/ Throttle Body Spacer, Bilstein 5100's shocks
Philips X-treme Power Bulbs, Tinted Tails & 3rd Light w/ LED's, Tow Mirror and LED upgrades
Favorite Threads: [Interior LED Swap](#) - [Transmission Flush with Magnefine In-line Filter](#)



02-28-2010, 03:37 PM

#2

[pkent03F-150](#)

Senior Member
[Garage is empty, add now](#)

Join Date: Jan 2007
Location: Lower Alabama(nw fla)
Vehicle: 2003 Ford F-150
Posts: 330

as long as mud graps 305/70/16 arent affected im okay...geez



02-28-2010, 07:28 PM

#3

[90454SS](#)

Senior Member
[Garage is empty, add now](#)

Join Date: Mar 2006
Location: Washington, WV
Vehicle: 2004 Ford F-150
Posts: 216

I was hoping it was going to be the 295/70/17 grappler, I in need of a new set of tire. Ha Ha just joking. I hate to see these kind of flaws that could potetially hurt somebody, glad they caught it and are fixing the problem.



02-28-2010, 10:17 PM

#4

[PorkCereal](#)

Senior Member
[2006 Ford F-150](#)

Join Date: Jan 2009
Location: jax fla
Vehicle: 2006 FORD 150
Posts: 687

Wonder why i havent gotten this email at work yet. slow as\$ corporate.

Low -N- Slow Always under construction



02-28-2010, 10:25 PM

#5

[Justin w32](#)

Senior Member
[2005 Ford F-150](#)
[My Garage](#)

Join Date: Apr 2009
Location: Texas
Vehicle: 2005 Ford F-150
Posts: 665

I got 305/55/20 are the 305/50's the only ones affected?

