

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

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 **26-MAR-2012**
MAY 07 2012
Repository
Reference No. 10453008

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City **MADISON** State **AL** 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: **2HGFA1699H [Redacted]** Make **HONDA** Model **CIVIC** Model Year **2009**
Date Purchased **September 2009** Dealer's Name and Telephone Number **Jerry Damson Honda (256) 533-4105** Engine: No: Cylinders **4** Fuel Type: **Unleaded**
Original Owner Dealer's City **Huntsville, AL** State **AL** Zip Code [Redacted]
Transmission Type **Automatic** Antilock Brakes Cruise Control Powertrain **Unknown** Multiple Failure: **Multiple Tires** Incident Date(s) **03-MAR-2012**

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: **190000 TIRES, 190000 TIRES** Failure Mileage **17000** Failure Speed **60**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make **BRIDGESTONE** Tire Model (Name or Number) **TURANZA EL 400** Tire Size (Example P215/65R15) *** 205/55R16**
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: **DRIVER SIDE REAR**
Tire Component Code **190000 TIRES** Tire Failure Type: **OUT OF ROUND/Cupping**

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 2009 HONDA CIVIC. THE VEHICLE WAS EQUIPPED WITH BRIDGESTONE TURANZA EL400 TIRES, SIZE 205/55/R16. THE CONTACT WAS DRIVING APPROXIMATELY 60 MPH AND FELT A SEVERE VIBRATION ACCOMPANIED BY A WHINING NOISE FROM THE REAR OF THE VEHICLE. THE VEHICLE WAS TAKEN TO A **dealer** WHERE THE CONTACT WAS INFORMED THAT BOTH THE REAR DRIVER AND PASSENGER TIRES WERE OUT OF ROUND AND EXHIBITED SIGNIFICANT CUPPING. ~~THE TECHNICIAN ORDERED TWO REPLACEMENT TIRES. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 17,000. THE DOT NUMBER WAS UNAVAILABLE.~~

15 OBT 2 PM 2 3208

The owner replaced all four tires, copy of invoice attached.
I have noticed multiple complaints of Bridgestone Turanza EL400 Tires on internet!

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.

CLUB# 4776
 5651 HOLMES AVE NW
 HUNTSVILLE, AL 35816-0000 US
 (256)837-7323
 LIC#



485700 12012

See cashier for michelin registration card or visit
 www.michelin.com to register your tires

DATE 03-27-2012	NAME [REDACTED]	MADISON, AL 35757		PHONE # [REDACTED]
YEAR 2009	MAKE HONDA	MODEL CIVIC	COLOR Dark Blue	
LICENSE *****	ODOMETER 25627	MEMBER ARRIVAL TIME 2012-03-27 10:01 AM	SERVICE COMPLETED TIME 2012-03-27 10:59 AM	

Service Description	Service
TIRE INSTALL PACKAGE [4 @ 15.00] Whitewall - N/A - Tire Pressure - Drv Front - CHECKED, 32 - Tire Pressure - Pass Rear - CHECKED, 32 - Valve Stem - Pass Front - DECLINED Not Applicable - Valve Stem - Drv Rear - DECLINED Not Applicable - Valve Stem - Pass Rear - DECLINED Not Applicable - Balance Accepted - Pass Rear - COMPLETE - Balance Accepted - Drv Front - COMPLETE - New Tire - Pass Front - COMPLETE - DOT: 1112 - New Tire - Drv Rear - COMPLETE - DOT: 1112 - New Tire - Drv Front - COMPLETE - DOT: 1112 - New Tire - Pass Rear - COMPLETE - DOT: 1112 - Dispose Tire Accepted - Pass Rear - COMPLETE - Dispose Tire Accepted - Drv Front - COMPLETE - SAMS Battery Check - DECLINED Not Applicable LUG TORQUE Drv Front 80 FT-LB Pass Front 80 FT-LB TREAD DEPTH Drv Front - 10/32 Drv Rear - 10/32	60.00
Drv Rear 80 FT-LB Pass Rear 80 FT-LB Pass Front - 10/32 Pass Rear - 10/32	

Merchandise Description	Quantity	Unit Price	Merchandise
205/55R16 91H PMXV4	1	142.38	142.38
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205/55R16 91H PMXV4	1	142.38	142.38

Member Comments	Total (Excluding Tax & Govt. Fees) 629.52 DISCLAIMER I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Sam's Club permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. SAM'S CLUB IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND SAM'S CLUB CONTROL.
Technician Comments	
03-27-2012	
MEMBER SIGNATURE	DATE

BATTERY TECHNICIAN: JEFFREY 367
 COMMON TECHNICIAN: JEFFREY 367
 QUALITY CONTROL TECH: DAVID 1484
 SALES ASSOCIATE: WOODROW 2719
 TIRE TECHNICIAN: JEFFREY 367

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.