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RMP #:

Subject: LETTER FROM CONGRESSMAN COLE'S OFFICE ON BEHALF OF CONSTITUENT, [REDACTED] RE HIS RECENT EXPERIENCE WITH GOODYEAR TIRE COMPANY

Ack Date:

Sign Office: DIR. GOVT.

AFFAIRS

Cleared Date:

File Loc:

Added By: BMILLINGS x65470

Ack By:

Signature: CHAN LIEU

Cleared By:

XREF File:

Modified By:

BERNADETTE.MILLINGS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE TOM COLE
MEMBER, U.S. HOUSE OF REPRESENTATIVES
2424 SPRINGER DRIVE
SUITE 201
NORMAN, OK 73069
Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	6/15/2012	7/6/2012	
NVS-010	INFORMATION	6/15/2012		6/15/2012
NGA-110	INFORMATION	6/15/2012		6/15/2012
NPO-011	INFORMATION	6/15/2012		6/15/2012

PLEASE REPLY TO:

- 2458 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-6165
- 2424 SPRINGER DRIVE
SUITE 201
NORMAN, OK 73069
(405) 329-6500
- 711 SW D AVENUE
SUITE 201
LAWTON, OK 73501
(580) 357-2131
- SUBG CLINIC OFFICE BUILDING
100 EAST 13TH STREET, SUITE 213
ADA, OK 74820
(580) 439-5375

TOM COLE
4TH DISTRICT, OKLAHOMA

DEPUTY WHIP

COMMITTEE ON APPROPRIATIONS

SUBCOMMITTEES:
DEFENSE

INTERIOR, ENVIRONMENT,
AND RELATED AGENCIES

STATE, FOREIGN OPERATIONS,
AND RELATED PROGRAMS

COMMITTEE ON THE BUDGET

Congress of the United States
House of Representatives
Washington, DC 20515-3604

FAX TRANSMISSION

Date: June 14, 2012

Time: _____ am pm

To: NHTSA

Organization: _____

Fax: 202-493-2929

Phone #: _____

From: Jill Daugherty
District Director

Josh Grogis
Field Representative

Cassandra Rigby
Staff Assistant

Ashley McCubbin
District Scheduler

Lisa Head
Caseworker

Other: _____

Congressman Tom Cole
2424 Springer Drive, Suite 201
Norman, OK 73069
Phone: (405) 329-6500 Fax: (405) 321-7369

Comments:

Total Pages (including cover sheet): 17

Congressional Inquiry



This facsimile contains privileged and confidential information intended only for the use of the individual and entity named above. If the reader of the facsimile is not the intended recipient or the employee or agent responsible for delivering it to the intended recipient, you are hereby notified that any dissemination or copying of the facsimile is strictly prohibited. If you have received this facsimile in error, please immediately notify us by telephone and return the original facsimile to us at the above address via the U.S. Postal Service. Thank you.

ES12-003275



APR 0

Congressman Tom Cole 4th District of Oklahoma

Please Return to:
Congressman Tom Cole
2424 Springer Dr., Suite 201
Norman, OK 73069
405-329-6500
Fax: 405-321-7369

Privacy Release and Constituent Information Form

In keeping with the restrictions of the Privacy Act, I hereby authorize Congressman Tom Cole and/or his representative to request information from any federal agency or department in attempting to answer my inquiry. I understand that this authorization may include written, telephonic, facsimile, electronic, or other means of communication. I further authorize the federal agency or department to furnish and release any and all information, copies, or correspondence -including medical records- to Congressman Tom Cole and/or his representative.

STEP 1

Complete the following personal information for the subject of the inquiry.

Name

Address

City Midwest City State OK Zip Code

Telephone Home Work retired

Fax Cell

E-mail

Date of Birth Social Security Number

STEP 2

Briefly explain the problem and attach copies of any relevant documentation.

You have the complete letter telling about the 4 blow outs on Goodyear tires. Since we wrote to you I have read another instance exactly like ours in one of our travel magazines. Thank God we did not lose control of our rig when the first 2 tires blew out at the same time. Within 2 days they all had blown out. We submitted a claim to Goodyear for over \$2,000 along with documentation.

Use additional paper if more space is needed

STEP 3

Sign and date - Then go to the next page.

If you are signing on behalf of another, please provide a copy of your authority to do so (example: Power of Attorney).

7/4/12
Date

You have my permission to discuss my case with the following person(s):

Goodyear Tire Co.

Suite 201
Norman, OK 73069
By Fax: (405) 321-7369

Military and Veteran Affairs
Ada Office: 580-436-5375

Social Security/Medicare, Office of Personnel Management
Lawton Office: 580-357-2131

TOM COLE
4TH DISTRICT, OKLAHOMA

DEPUTY WHIP

COMMITTEE ON APPROPRIATIONS

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June 14, 2012

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NHTSA Congressional Affairs
Mr. Chan Lieu, Director of Congressional Affairs
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Mr. Lieu,

██████████ contacted our office about his recent experience with Goodyear Tire Company.

██████████ and his wife were traveling to Michigan in June 2011 with their fifth wheel when they had two blowouts of their Goodyear tires. ██████████ was not able to keep the tires but did take pictures of the tires before the repair company took them. When ██████████ attempted to seek reimbursement for the bad tires his request was denied. According to the response that he received from Goodyear since the tires in question were not available for inspection they could not approve his claim.

Please assist our office in explaining to ██████████ Goodyear's policy of demanding to see the tire and not accept pictures for claim reimbursement.

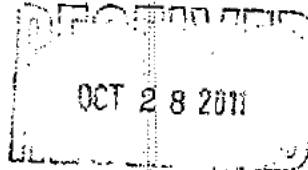
Enclosed please find a copy of their privacy release and documents that ██████████ supplied our office. I would appreciate any information you can provide related to this case.

Thank you for your kind assistance in this matter.

Sincerely,

Lisa Head

Lisa Head
Caseworker



Dear sirs;

I would like to engage your assistance in a matter regarding an issue I have with Goodyear Tire Company. In June, my wife and I, began a trip to Michigan. Two days into the trip outside Olathe, Kansas we had two blowouts on our fifth wheel. With the help of AAA we were able to have a roadside assistance company provide and replace our two flat tires. The tires they were able to provide were a Carlisle brand of tire. Having no ability to handle the flat Goodyear tires, the roadside assistance company was good enough to take and dispose of the tires for us.

Two days later in northern Iowa we had another blow out, and had AAA come out and put our spare on so we could continue on. Again with no ability to handle the flat tire, we had the AAA representative take and dispose of the bad Goodyear tire. Not wanting to go too far without a spare tire we decided to stop short that day in southern Minnesota. While exiting for our chosen campground we had our fourth flat tire. We were able to make it into the campground and the next day I found Discount tire shop close by and we purchased two more of the Carlisle tires. Again having no ability to handle the flat tires, Discount Tires disposed of the two flat Goodyear's for us.

We were then able to proceed on our trip to Michigan, and on to Texas and Colorado. We completed our planned travels early September with no further problems. Now home, we sent a letter to Goodyear seek reimbursement for the bad tires and for the damages caused to our RV. This letter is attached as well as Goodyear's response denying our claim.

We think it is an unreasonable position that Goodyear has taken that we had to keep their four bad tires for them to look at before deciding to provide any reimbursement. Our RV was a 2010 Montana. The Goodyear tires came with the RV and had less than 10,000 miles on them. We provided a couple of close up pictures of the tires. These pictures clearly showed tires with good tread and no irregular wear. We would appreciate any assistance you could provide us in this matter.

Honorable Mr. Cole,

*Please help. We understand to
tire co policy of having to see the
defective tire. The reality is 2
senior citizens, 1 is a disabled Amer
vet traveling in unfamiliar area
and we are supposed to take control
of the flat tires with exposed shaded
steel belting that we can't lift and
have no room for. We did not know
they would request such a task
when the photo are so clear.*

Sincerely,

Midwest City, Ok

THE GOODYEAR TIRE & RUBBER COMPANY

Property Damage Claims D/805
1144 E. Market Street
Akron, Ohio 44316-0001
Tel. (800) 322-4682 Fax (888) 307-1920

September 22, 2011

[REDACTED]
MIDWEST CITY, OK [REDACTED]

RE: PROPERTY DAMAGE CLAIM
D/L: 6/3/2011
FILE #: 000466852

DEAR [REDACTED]

Thank you for contacting us regarding your damage claim situation.

In order to process your claim, it is absolutely necessary that we have the opportunity to examine the tire in question. This examination will determine if the tire was removed from service due to a workmanship/material related condition, and if your claim qualifies for settlement.

Since the tire in question was not made available for our inspection, we have no way to determine the reason it was removed from service. We must, therefore, respectfully deny your claim.

We regret not being able to assist you and trust you understand our position.

Sincerely,

PDC Team

PROPERTY DAMAGE CLAIMS TEAM

July 8, 2011

On June 2, 2011 we left Oklahoma in our 2010 Montana 38' Fifth Wheel camper heading to Michigan.

On the afternoon of June 3 passing through Olathe, KS, we had 2 blow outs of the Goodyear Marathon tires on our camper. We thought initially that it was just bad luck, but when Goodyear Marathon tire #3 blew out the next day in Iowa then we knew something far worse was going on and it was only a matter of time before tire #4 on our camper blew out. We cut our intended travel short that day so we could find someone to check out this problem before we lost the whole rig in an accident due to blow outs. We exited that day in Rochester, MN, so we could camp before being left out on the highway stranded again as the previous blow outs had left us. The last tire blew out while we were on the exit ramp. Photos are included to show how dangerous these tires were to us except for the first tire which we did not realize something was wrong at that time. Of course we did not keep these tires since they had sharp metal beltings protruding all over.

I received a 'canned' email response today telling us about the replacement Goodyear policy, but that doesn't apply to us since all 4 tires blew out within 3 days leaving us on the side of the road much of the time, and we had to purchase a total of 5 new tires so we could continue on our trip.

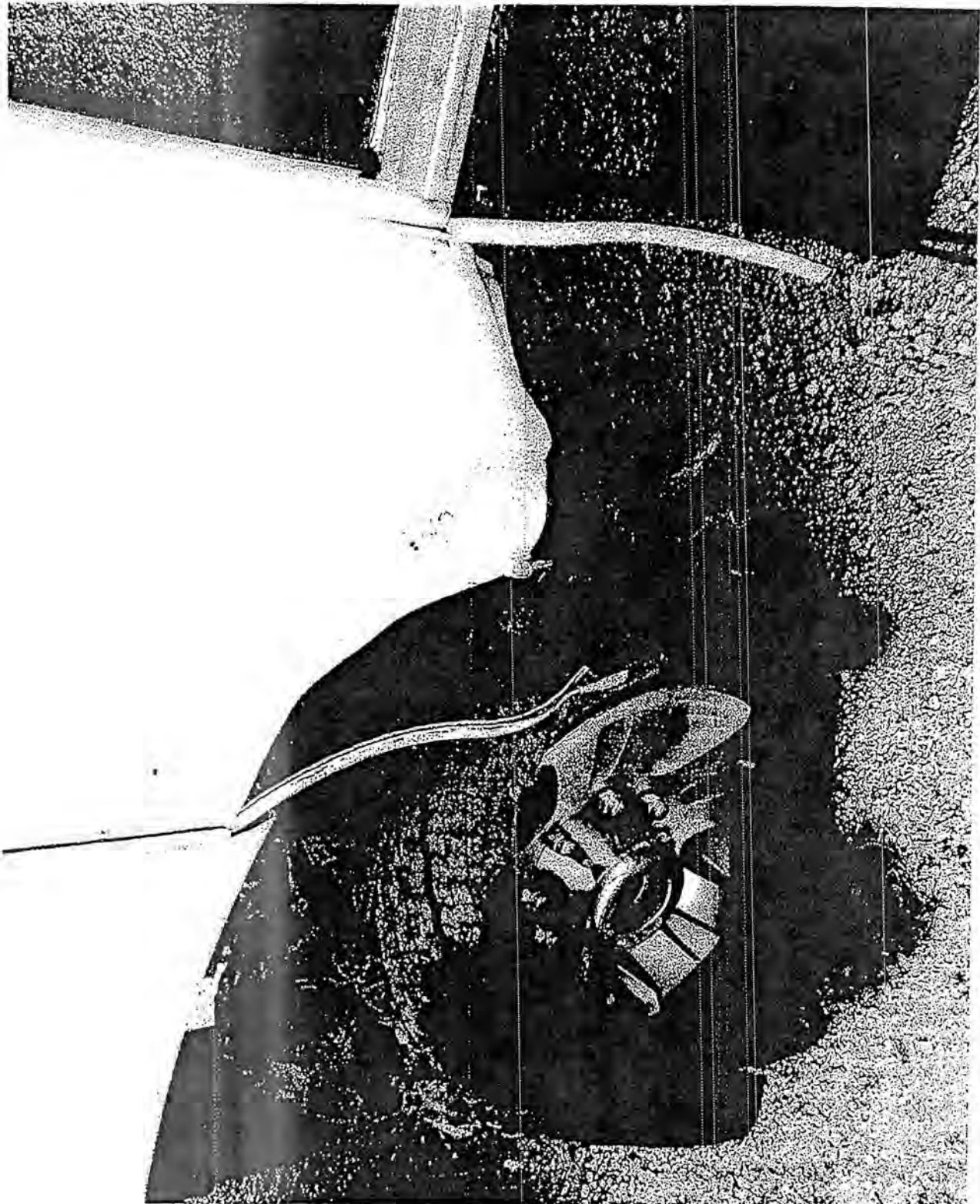
We request reimbursement of some of the expense incurred due to the obviously defective tires. We had to stay an extra 3 days in Rochester, MN, while tires were ordered. We also had to have water lines and electric lines repaired that were torn due to the shredded steel belting. We made an insurance claim for damages to the fender skirtings and sides of the camper, but the deductible is \$500. A 5th tire had to be purchased due to tire #4 blowing out damaged one of the new tires already purchased and put on the camper.

The total amount to reimburse us is \$2,225.08 which is the total of the enclosed damages plus the 5th tire which was damaged also, \$235, extra lodging while

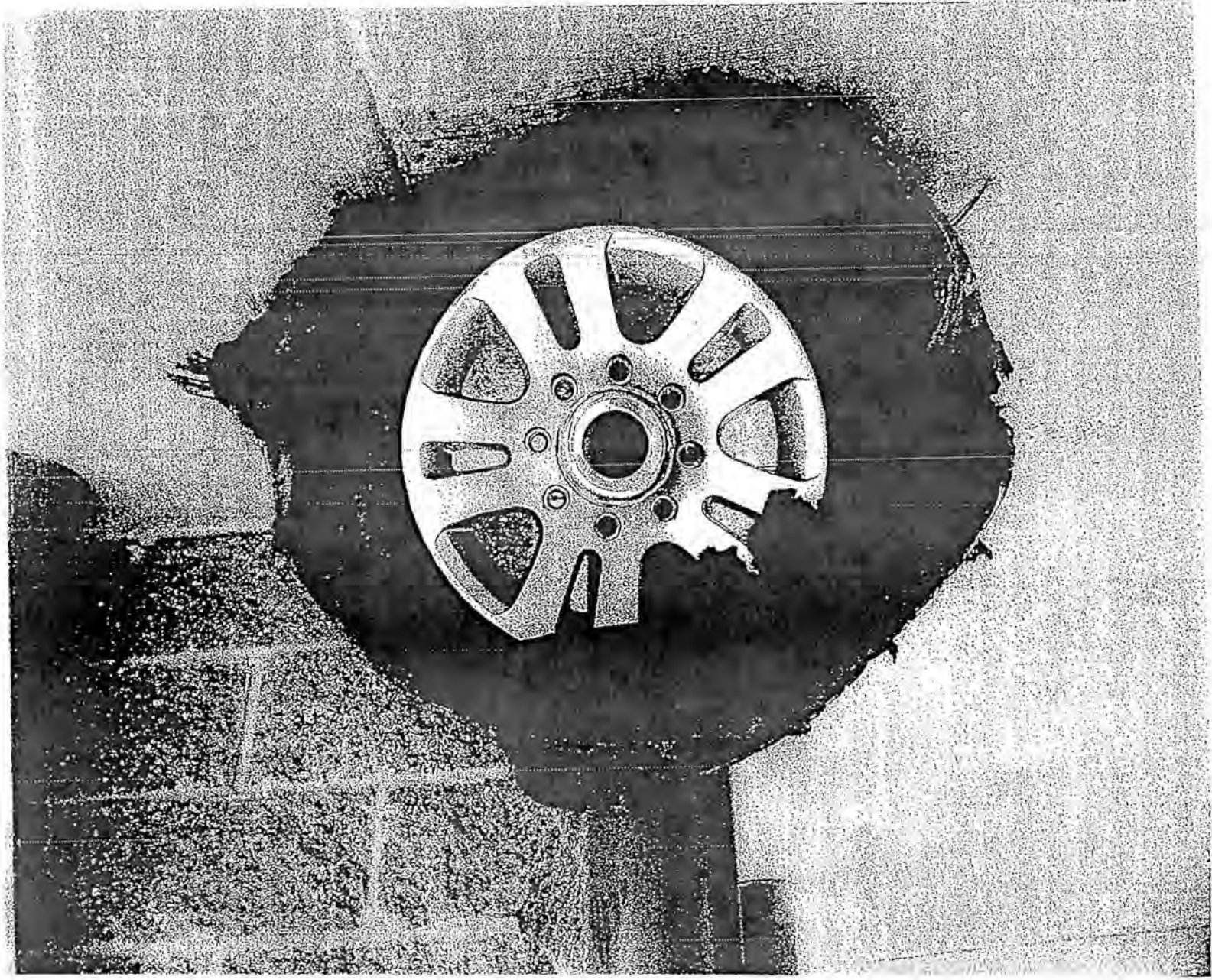
awaiting ordered tires was \$38/day x 3 days, and the \$500 deductible to repair all the damage to the camper caused by the defective tires.

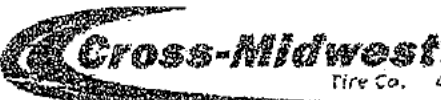
Very sincerely,

A solid black rectangular redaction box covering the signature area.

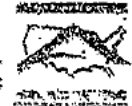








CORPORATE OFFICE



Tire Co. 401 S. 42nd Street - Kansas City, Kansas 66106 • (913) 321-3000

Whatever it takes...
 401 S. 42nd Street 1010 S. 12th Street 2128 N.E. Meridian Road 19007 West 142nd Street 1425 South Hwy. 69 394 S. Broadway 7711 Frankford Blvd.
 Kansas City, KS 66106 Kansas City, MO 64108 Topeka, KS 66606 Olathe, KS 66062 Pittsburg, KS 66062 Salina, KS 67402 Dega, MO 64836
 913-321-3000 913-321-3606 785-265-8246 913-782-1252 913-232-2833 785-927-5887 620-286-2428

CROSS MIDWEST TIRE OLATHE
19907 WEST 162ND STREET

INVOICE

ESTIMATE #: 53604

PAGE: 1

OLATHE, KS 66062
913/782-1282

U241WCHAVE/006

CUSTOMER:
2 **GAMC PARKING LOT**
John & Stran Dr
OLATHE, KS 66051

TRLR

SALESMAN: OLATHE HOUSE
ESTIMATE DATE: 06/03/11

DUE: 07/10/11

PRODUCT	MECHANIC	QUANTITY	PRICE	F. E. T.	EXTENSION
EMRGNCY AFTER HOURS SRVC CALL-KS K2	268	2.00	102.50		205.00
FUEL SURCHARGE FUEL		1	22.50		22.50
235/80R16 CARLISLE RADIAL TRLR OBTIRE		2	154.43		308.86
DON HARRISON 405-740-7065					
MISC SERVICE SUPPLIES MSS			10.25		10.25
KANSAS NEW TIRE TAX T21			.50		0.50
STATE SALES TAX 99TAX			47.28		47.28

ESTIMATE TOTAL: 594.39

*****THIS IS NOT AN INVOICE*****
*****DO NOT PAY FROM THIS FORM*****

All lug nuts must be checked and retorqued to manufacturer's specification after 25 to 100 miles of service.

This quote is valid for 30 days depending on market fluctuations.

Mi

*Paid
Cash
6/13/11*

3570 Gardner Kansas City, MO 64120 (816) 231-6511
 1948 S. Charge Rock Rd. Benton, MO 63024 (314) 738-8511
 261 West Evergreen Newton, MO 65757 (417) 726-2169
 2400 E. 20th Street Olathe, MO 66061 (913) 781-8801
 5525 Highway 783 N. Columbia, MO 65202 (573) 442-8258
 140 Quindt Road West Valley Park, MO 64086 (417) 226-2770

TERMS: Due 10th of Month Following Invoice Date. Finance Rate of 1.5% Charged on Invoices not paid by 25th. APR 1996
PLEASE REMIT TO: Cross-Midwest Tire, 401 S. 42nd Street, Kansas City, KS 66106



1695863

DATE: 06-06-2011 TIME: 9:16 AM

CUSTOMER INFORMATION	VEHICLE INFORMATION	STORE LOCATION
<p>[REDACTED]</p> <p>OK [REDACTED]</p> <p>OKLAHOMA CITY</p>	<p>TRAILER</p>	<p>MNM: 19</p> <p>4590 COMMERCIAL DRIVE SW, ROCHESTER MN 55902</p> <p>PHONE: 507-281-1897</p> <p>265 MICHAEL D MCKIBBEN</p> <p>WORK ORDER# _____</p>

CC	QTY	SIZE	DESCRIPTION	UNIT	PRICE	AMOUNT
12 NRM	2	ST235/80R16E1 123 B	CARLISLE RADIAL TRAIL	00	160.00	320.00
SEE REVERSE SIDE FOR WARRANTY DETAILS						
17 NRM	4	CERTIFICATES	FOR FREE REPLACEMENT	00	22.00	88.00
24 NRM	2	WASTE TIRE DISPOSAL FEE		00	3.00	6.00
19 NRM	2	INSTALLATION &	LIFETIME SPIN BALANCING	00	16.00	32.00
22 NRM	2	VALVES, ROTATIONS &	LIFETIME REPAIRS INCLUDED	00	00	.00
COMMENT: One new on loose, other on trailer on 6/8/11 Certificates cover other two D						
COMMENT: Carlisles on the trailer.						

Handwritten notes:

400 280 8087

6632

368465

Permit fee

40658

40658

135537

SUBTOTAL: 446.00

TAX: 25.96

TOTAL: 471.96

MASTERCARD: 471.96

TENDERED: 471.96

XXXXXXXXXXXX [REDACTED]

Signature on file

[Redacted]

Midwest City, OK [Redacted]

RV Tire Marketing D/703
The Goodyear Tire & Rubber Co
1144 E. Market St.
Akron, Ohio 44316

[Redacted]

Midwest City, OK [Redacted]

Goodyear Customer Service Assistance Ctr
Dept 728
1144 East Market St
Akron, Ohio 44316

THE GOODYEAR TIRE & RUBBER COMPANY

Property Damage Claims D/805
1144 E. Market Street
Akron, Ohio 44316-0001
Phone (800) 322-4682 Fax (888) 307-1920
Email: pdct@goodyear.com

July 19, 2011

[REDACTED]
MIDWEST CITY, OK [REDACTED]

RE: PROPERTY DAMAGE CLAIM
D/L: 6/3/2011
FILE #: 000466852

DEAR [REDACTED]

This follow-up letter is in regard to your property damage claim. It has been some time since we asked that you complete and return our questionnaire along with your repair estimates. We have not yet received these documents from you.
We were in Colorado 2 months.
Please return the information to us by mail, fax or email, so that we can process your claim. If you have recently submitted the requested documents, please ignore this letter.

We apologize for any inconvenience and look forward to assisting you.

Sincerely,

PDC Team

PROPERTY DAMAGE CLAIMS TEAM

THE GOODYEAR TIRE & RUBBER COMPANY
 Property Damage Claims Team D/805
 1144 E. Market St.
 Akron, OH 44316
 Phone (800) 322-4682 Fax (888) 307-1920
 Email: pdct@goodyear.com

July 19, 2011

[Redacted]
MIDWEST CITY, OK [Redacted]

RE: FILE #000466852

DEAR [Redacted]

Please complete and / or correct the following information and return this form to us with any damage estimates or repair bills you may have. The completion and return of this document is required to consider your claim.

1) Please provide us with a daytime telephone number where you may be reached:

HOME: [Redacted] FAX: [Redacted]
 WORK: [Redacted] E-MAIL ADDRESS: [Redacted]
 wife CELL: [Redacted]

How do you prefer we contact you? (Circle one) EMAIL FAX REGULAR MAIL

2) Date of incident: 6-3-11

3) Was anyone injured as a result of this incident? Yes ___ No X If yes, please provide the following information:

Name/Address/Phone Number of injured party(s)	
Describe the nature of the injury(s)	
Was medical attention provided? If yes, please describe.	
Name/Address of medical treatment facility	

4) Vehicle Information: Year 2010 Make Montana Model [Redacted]
Miles/Km 10,000 Vehicle VIN # 4YDE34628A4 [Redacted]

5) Please mark the wheel position of tire(s) causing the damages:
 Driver side Front X Passenger side Front X
 Driver side Rear X Passenger side Rear X

6) Location of incident: Street/Highway: 120th + Stran line, AMC Parking lot.
City: Guthrie State/Province: KS 66062

All 5 tires are Carlisle Tires.

7) Have you purchased a replacement tire? Yes No . If yes, please provide a copy of your receipt.

8) Please provide retailer name, address, and phone # where the tire(s) is located.

2 tires from	And 3 tires from
Retailer Name: <u>Cross-Midwest Tire Co.</u>	<u>Discount Tire</u>
Street Address: <u>441 St. 42nd St 19907 W 162</u>	<u>4590 Commercial DR, SW</u>
City, State, Zip: <u>Knoxville TN 37912</u>	<u>Rochester MN 55902</u>
Retailer Phone # <u>9137821381</u>	<u>5072811897</u>

I am now unable to find my receipt for the last tire

9) Do you verify that the estimates provided are for your vehicle, or that you are an authorized agent of the business/organization that owns the vehicle? Do you also confirm that these estimates represent only the damage caused by this incident, and not any preexisting damage or unrelated parts or services? Yes No

10) If you live in Texas and have a lien on your vehicle, please provide the name of the lienholder. If your claim is paid, by Texas law the lienholder name must appear on the check.

Lienholder Name: _____

11) Have you filed or do you intend to file a claim with your insurance company for this damage? Yes No . If yes, what is your deductible? \$ 500. Please provide supporting documentation. If your answer is yes, we will reimburse your deductible amount only. Your insurance company can subrogate against Goodyear to recover their portion.

12) Were any other vehicles involved in this incident? Yes No . If yes, please explain: _____

13) Please circle below the location on the tire where the condition occurred:

Bead Sidewall Tread Other Unknown

Your signature confirms that the information you have provided is true and accurate.

Your Signature: _____

Date: 9 12 11

Print Name: _____