

AUG 27 2012

Jacksonville, FL

Office of Defects Investigation
National Highway Traffic Safety Administration
U.S. Department of Transportation
1200 New Jersey Ave. SE, West Bldg.
Washington, DC 20590
August 21, 2012

Re: ODI No. 10469489

I am enclosing the following additional information about my complaint:

1. Copies of the business cards of the two Discount Tire Co. in Jacksonville employees who assisted my wife and me with detection and photographing of the subject tires.
2. Tire DOT No. 1GRPDYH4510.
3. Seven photographs of the subject tires taken at Discount Tire.

MC
083112
TGW

DISCOUNT TIRE

FOUND TIRE FAILURE

RYAN HOLCOMBE

ASSISTANT MANAGER

9440 ATLANTIC BLVD.
JACKSONVILLE, FL 32225
Ph: 904/724-0945

Phone:

DISCOUNTTIRE.COM

JACKSONVILLE

FL



DISCOUNT TIRE

HELPED PHOTOGRAPH TIRES

JUSTIN RELIFORD

ASSISTANT MANAGER

9440 ATLANTIC BLVD.
JACKSONVILLE, FL 32225
Ph: 904/724-0945

Phone:

DISCOUNTTIRE.COM

9440 ATLANTIC BLVD
JACKSONVILLE FL 32225
PHONE: 904-724-0945
930 RYAN C HOLCOMBE
WORK ORDER#

VEHICLE INFORMATION

2011 VW
JETTA VI
16"BASE S SPORTWGN
MILEAGE: 35,165
TORQUE SPECS: 090

CODE	CC	QTY	SIZE	DESCRIPTION	F.E.T.	PRICE	AMOUNT
10944	MFG	-4	205/55R-16	91H VW B HAN OPTIMO H725A VW DSB	.00	84.45	-337.81
COMMENT: BOLT PATTERN: 5-112							
35110	NRM	4	205/55R-16	91H BSW MICHELIN PRIMACY MXM4	.00	144.00	576.00
WARRANTY: MILEAGE- 55,000 SEE REVERSE SIDE FOR WARRANTY DETAILS							
COMMENT: INFLATION F:33 R:33							
80017	NRM	4	CERTIFICATES	FOR FREE REPLACEMENT	.00	19.75	79.00
80075	NRM	4	STATE REQUIRED	ENVIRONMENTAL FEE	.00	1.00	4.00
80403	NRM	4	ADJUSTMENT	LIFETIME BALANCE & VALVE	.00	16.00	64.00

I hereby certify I am the owner of the product presented for warranty claim and the product described was not involved in any accident, personal injury, consequential damage, or other loss. I accept this adjustment credit in lieu of other claims.
I agree the product returned for replacement becomes the property of the product manufacturer.

Signature on file









Vehicle Make Volvo
Vehicle Year 2001
Miles on 200k
Miles off 200k
Number 1234
Authorization Bob
Adj. condition Bob
Tread depth 3/32
Claim # 1234
Invoice or 1234
Store # 1234
Date of adj. 8-6







JACKSONVILLE, FL



7010 0780 0001 1955 3355



W48-226

OFFICE OF DEFECTS INVESTIGATION (ODI)
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (NHTSA)
U.S. DEPARTMENT OF TRANSPORTATION (DOT)
1200 NEW JERSEY AVE. S.E., WEST BLDG.
WASHINGTON, DC 20590

NOV 12 1991
1200 NEW JERSEY AVE. S.E.

RETURN RECEIPT