

 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 AUG 15 2013 11-SEP-2012	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City LAKEHEAD		State CA	Zip Code	Evening Telephone Number	
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMPU18L1YL			Make FORD	Model EXPEDITION	Model Year 2000
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) 25-MAR-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 190000 TIRES, 190000 TIRES				Failure Mileage 50000	Failure Speed
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make GOODYEAR		Tire Model (Name or Number) TRACKER 2		Tire Size (Example P215/65R15) * 265/70R17	
DOT No. (Example: DOTM19ABC036) MKT6N4HR3610		☐ Original Equipment ☐ Prior Repair		Failure Location: DRIVER SIDE FRONT	
Tire Component Code 190000 TIRES				Tire Failure Type: OUT OF ROUND	
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 2000 FORD EXPEDITION EQUIPPED WITH GOOD YEAR TRACKER2 TIRES, SIZE: P265-70-R17 (SERIAL NUMBER: 48570555000). THE CONTACT STATED THAT ALL FOUR TIRES WOULD CONSTANTLY LOSE AIR, CAUSING THE TIRES TO BECOMES FLAT WITHOUT WARNING. THE TIRES WERE REPLACEMENT TIRES. THE VEHICLE WAS TAKEN TO A TIRE SHOP WHERE TWO TIRES WERE REPLACED, HOWEVER THE FAILURE ALSO OCCURRED WITH THE REPLACEMENT TIRES. THE TIRE FAILURE MILEAGE WAS 11,000 AND THE VEHICLE FAILURE MILEAGE WAS 50,000 AND THE CURRENT MILEAGE WAS 165,713.					
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.					

[REDACTED]
Lakehead, CA
[REDACTED]

June 28, 2013

To whom it may concern:

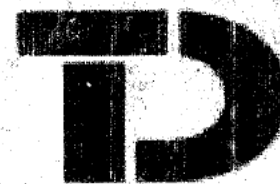
I bought four P65/70R17 Track 2 Tires on March 14, 2011 at Walmart. I've had to replace these tires after 1 1/2 years and only 11,000 miles. During this period I had ten tire incidents, two tires replaced & one repaired by Walmart, seven incidents were handled by my boyfriend including putting an old tire back on! I didn't feel safe with these tires on my truck, therefore I limited my driving until I could purchase four reliable tires which I did on September 26, 2012. As of this date I've had no problems with these tires.

On March 8, 2013 I called Goodyear Customer Service they referred me to Walmart & if no cooperation for compensation I need to call them back. I called Walmart spoke to Manager end result was no compensation.

[REDACTED]

C.C. D.O.T, Walmart, Goodyear

The Tire Depot
658 North Market St
Redding CA 96003
Phone: 5302425800

INVOICE

LAKE HEAD CA

Invoice #:	0001079
Date:	September 26, 2012
Amount Due USD:	\$0.00

Item	Description	Unit Cost (\$)	Quantity	Price (\$)
new tires	LT2657017/10 COOPER AT3	225.00	4	900.00
labor		25.00	4	100.00
new tire fee		1.75	4	7.00
new valve stem	CHROME	0.00	4	0.00
Subtotal:				1,007.00
redding - 7.25%:				65.25
Total:				1,072.25
Amount Paid:				-1,072.25
Balance Due USD:				\$0.00
Not responsible for broken or lost hub caps Company does not provide any kind of warranty on used tires and no warranty on shaved white wall tires. All warranties on the products sold hereby are those made by the manufacturer. The Tire Depot hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a purpose, and neither assumes nor authorized any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from seller any consequential damages to property, damage for time, loss of profit or income, or any other incidental damages. Customer Signature X _____ THANK YOU				

This invoice was sent using **FRESHBOOKS**

AVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.

Walmart

Tire & Lube Express

STORE# 2537
1515 DANA DR
REDDING, CA 96003-0000 US
(530)221-2800
LIC# ARD00260836

Service Order:



485700 66354

DATE 05-26-2011	NAME [REDACTED]	LAKEHEAD, CA [REDACTED]	PHONE # [REDACTED]
YEAR 2000	MAKE FORD	MODEL EXPEDITION	COLOR Light Green
LICENSE [REDACTED]	ODOMETER 156356	CUSTOMER ARRIVAL TIME 2011-05-26 07:59 AM	SERVICE COMPLETED TIME 2011-05-26 08:46 AM

Service Description	Service
FLAT REPAIR TUBELESS Discount for above Item - Tire Pressure - Drv Front - CHECKED, 35 - Tire Pressure - Drv Rear - CHECKED, 35 - Flat Repair - Trunk - COMPLETE TREAD DEPTH Drv Front - 11/32 Drv Rear - 11/32 Pass Front - 11/32 Pass Rear - 11/32	10.00 - 10.00

passenger rear repair N/C

Merchandise Description	Quantity	Unit Price	Merchandise

I do agree and fully understand that my motor vehicle had a low oil level when I brought it to Wal-Mart for an oil change. This was pointed out to me, that I willingly requested Wal-Mart to change the oil. I will not hold Wal-Mart responsible for any damage to my motor vehicle by the low oil level.

Customer Comments CHECK THE SPARE TIRE FOR LEAKS IF CAN BE FIXED SCA N IN A FLAT REPAIR FOR SPARE TIRE IN BACK THAT NEEDS REPAIRED STORE 2537 42529 3-14-2011 Technician Comments	DISCLAIMER I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart 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. Wal-Mart is not responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft or any other cause beyond Wal-Mart's control. I understand Wal-Mart did not inspect my tires for safety. Wal-Mart only: (1) Visually reviewed the tires for conditions obvious to the naked eye and in plain sight; (2) Measured tread depth in only one place on each tire with a device that provides no exact measurement; and (3) Checked and adjusted (if necessary) air pressure. The tread depth may not be the same at all places on a tire. Driving conditions will affect the safety and performance of my tires.	Total (Excluding Tax) 0.00
CUSTOMER SIGNATURE _____		DATE 05-26-2011

SIGNED

DATE

COMMON TECHNICIAN: ROY 4007
QUALITY CONTROL TECH: KAO 2272
SERV WRTR/GREETER: JEREMIAH 3092
THIRD QC TECH: ROY 4007
TIRE TECHNICIAN: ROY 4007

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.

Walmart

Tire & Lube Express

STORE# 2537
1515 DANA DR
REDDING, CA 96003-0000 US
(530)221-2800
LIC# ARD00260836

Service Order:



485700 91956

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

DATE 01-17-2012	NAME [REDACTED]	LAKEHEAD, CA [REDACTED]	PHONE # [REDACTED]
YEAR 2000	MAKE FORD	MODEL EXPEDITION	COLOR Light Green
LICENSE [REDACTED]	ODOMETER 161577	CUSTOMER ARRIVAL TIME 2012-01-17 01:27 PM	SERVICE COMPLETED TIME 2012-01-17 02:01 PM

Service Description	Service
NEW TIRE Whitewall - N/A	0.00
- Tire Pressure - Pass Front - CHECKED, 40	
- Tire Pressure - Drv Rear - CHECKED, 40	
- Valve Stem - Pass Front - COMPLETE	
- New Tire - Pass Front - COMPLETE - DOT: MKT6N4HR2011	
ROAD HAZARD REPL	10.00
- Mount Tire - Pass Front - COMPLETE	
- Tire Service Accepted - Pass Front	
TIRE HAULER FEE	1.50
- Dispose Tire Accepted - Pass Front - COMPLETE	
WHEEL BALANCE LIFE	6.50
- Balance Accepted - Pass Front - COMPLETE	
LUG TORQUE	
Pass Front 100 FT-LB	
TREAD DEPTH	
Drv Front - 10/32	
Drv Rear - 9/32	
Pass Front - 12/32	
Pass Rear - 9/32	

Merchandise Description	Quantity	Unit Price	Merchandise
R414 VS PACKAGE	1	2.50	2.50
65/70R17 TRACK2	1	150.00	150.00
discount for above item			-150.00

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Comments
42529 ST 2537 03142011
OBERT

in Comments

Total (Excluding Tax & Govt. Fees) 20.50

DISCLAIMER

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart 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. Wal-Mart is not responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft or any other cause beyond Wal-Mart's control. I understand Wal-Mart did not inspect my tires for safety. Wal-Mart only:
(1) Visually reviewed the tires for conditions obvious to the naked eye and in plain sight; (2) Measured tread depth in only one place on each tire with a device that provides no exact measurement; and (3) Checked and adjusted (if necessary) air pressure. The tread depth may not be the same at all places on a tire. Driving conditions will affect the safety and performance of my tires.

SIGNED

DATE

COMMON TECHNICIAN: JOSE 3319
QUALITY CONTROL TECH: KENNETH 3887
SERV WRTR/GREETER: KENNETH 3887
THIRD QC TECH: KEVIN 4031
TIRE TECHNICIAN: KEVIN 4031

01-17-2012

CUSTOMER SIGNATURE

DATE

OUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.

Walmart

Tire & Lube Express

WALMART# 02537
1515 DANA DR
REDDING, CA 96003-0000 US
(530)221-2800
LIC# ARD00260836

Service Order:



485700 55402

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

DATE 04-11-2012	NAME [REDACTED]	LAKEHEAD, CA [REDACTED]	PHONE # [REDACTED]
YEAR 2000	MAKE FORD	MODEL EXPEDITION	COLOR Light Green
LICENSE [REDACTED]	ODOMETER 163563	CUSTOMER ARRIVAL TIME 2012-04-11 02:33 PM	SERVICE COMPLETED TIME 2012-04-11 02:47 PM

Service Description	Service
NEW TIRE Whitewall - N/A - Tire Pressure - Pass Front - CHECKED, 35 - Tire Pressure - Drv Rear - CHECKED, 35 - Valve Stem - Pass Rear - COMPLETE - New Tire - Pass Rear - COMPLETE - DOT: PJT6N4HR0312 ROAD HAZARD REPL - Mount Tire - Pass Rear - COMPLETE TIRE HAULER FEE - Dispose Tire Accepted - Pass Rear - COMPLETE WHEEL BALANCE LIFE - Balance Accepted - Pass Rear - COMPLETE	0.00
- Tire Pressure - Drv Front - CHECKED, 35 - Tire Pressure - Pass Rear - CHECKED, 35	
- Tire Service Accepted - Pass Rear	10.00
	1.50
	6.50
LUG TORQUE Pass Rear 150 FT-LB TREAD DEPTH Drv Front - 9/32 Drv Rear - 9/32 Pass Front - 10/32 Pass Rear - 12/32	

Merchandise Description	Quantity	Unit Price	Merchandise
TR414 VS PACKAGE	1	2.50	2.50
P265/70R17 TRACK2	1	145.00	145.00
Discount for above item			- 81.00

Customer Comments ORIG. WO#42529 GETS 60% OFF Technician Comments <i>Confirmation # 104750</i> <i>DOT 23</i> <i>Complaint</i> <i>Ex-11085</i> <i>900 300</i>	Total (Excluding Tax & Govt. Fees) 84.50 DISCLAIMER I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart 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. Wal-Mart is not responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft or any other cause beyond Wal-Mart's control. I understand Wal-Mart did not inspect my tires for safety. Wal-Mart only: (1) Visually reviewed the tires for conditions obvious to the naked eye and in plain sight; (2) Measured tread depth in only one place on each tire with a device that provides no exact measurement; and (3) Checked and adjusted (if necessary) air pressure. The tread depth may not be the same at all places on a tire. Driving conditions will affect the safety and performance of my tires.
<i>Confirmation # 104750</i> <i>DOT 23</i> <i>Complaint</i> <i>Ex-11085</i> <i>900 300</i>	04-11-2012 CUSTOMER SIGNATURE _____ DATE _____

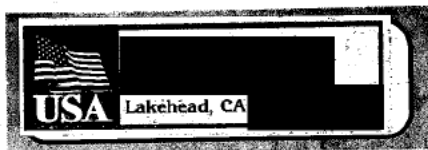
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SIGNED _____

DATE _____

COMMON TECHNICIAN: CHARLES 4531
QUALITY CONTROL TECH: CHARLES 4531
SERV WRTR/GREETER: DUANE 3621
THIRD QC TECH: DUANE 3621
TIRE TECHNICIAN: DUANE 3621

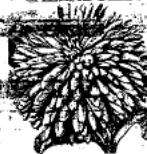
HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.



REDDING, CA

06 AUG 2013

CALENDULA



USA | forever

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE,
Washington, D.C.
20077-9382

200779382

