

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  |                                                                              |  |                    |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|-----------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------|--|--------------------|--|
|  <p>U.S. Department of Transportation<br/>National Highway Traffic Safety Administration</p>                                                                                                                                                                                                                                                                                                                                                                                                              |  | <p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</p> <p>DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b><br/>To Report Vehicle Safety Defects<br/>1-888-DASH-2-DOT<br/>(1-888-327-4236)<br/>INTERNET: www.nhtsa.dot.gov/hotline</p> |                                      | <p>FOR AGENCY USE ONLY 100148</p> <p>Date Received<br/>05-JUN-2013<br/><b>JUL 15 2013</b></p> |  | <p>Repository <input type="checkbox"/></p> <p>Reference No.<br/>10515307</p> |  |                    |  |
| OWNER INFORMATION (Type or Print)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  | Daytime Telephone Number                                                     |  | E-mail Address     |  |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  | Evening Telephone Number                                                     |  |                    |  |
| Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  |                                                                              |  |                    |  |
| City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | State                                                                                                                                                                                                                                               |                                      | Zip Code                                                                                      |  |                                                                              |  |                    |  |
| SAN DIEGO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | CA                                                                                                                                                                                                                                                  |                                      |                                                                                               |  |                                                                              |  |                    |  |
| <p>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).</p>                                                                                                                                                                                                                                                                   |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  |                                                                              |  |                    |  |
| VEHICLE INFORMATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  |                                                                              |  |                    |  |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  | Make                                                                         |  | Model              |  |
| JTOKN3DU8AS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  | TOYOTA                                                                       |  | PRIUS              |  |
| Model Year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  | 2010                                                                                                                                                                                                                                                |                                      | Date Purchased                                                                                |  | Dealer's Name and Telephone Number                                           |  | Engine:            |  |
| 2010                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | JUN 2009                                                                                                                                                                                                                                            |                                      | MOSEY TOYOTA                                                                                  |  |                                                                              |  | No: Cylinders      |  |
| Original Owner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  | Dealer's City                                                                                                                                                                                                                                       |                                      | State                                                                                         |  | Zip Code                                                                     |  | Fuel Type:         |  |
| [X]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | SAN DIEGO                                                                                                                                                                                                                                           |                                      | CA                                                                                            |  |                                                                              |  | 4 reg              |  |
| Transmission Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  | [X] Antilock Brakes                                                                                                                                                                                                                                 |                                      | Powertrain                                                                                    |  | Multiple Failure:                                                            |  | Incident Date(s)   |  |
| [ ] Cruise Control                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                                                                                                                     |                                      | HYBRID                                                                                        |  |                                                                              |  | 06-MAY-2013        |  |
| FAILED COMPONENT(S)/PART(S) INFORMATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  |                                                                              |  |                    |  |
| Vehicle Component Codes: 190000 TIRES, 192000 TIRES: SIDEWALL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  |                                                                              |  | Failure Mileage    |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  |                                                                              |  | 58000              |  |
| Failure Speed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  |                                                                              |  |                    |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  |                                                                              |  |                    |  |
| ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  |                                                                              |  |                    |  |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                                                                                                                                                                                                                                     | Tire Model (Name or Number)          |                                                                                               |  | Tire Size (Example P215/65R15)                                               |  |                    |  |
| GOODYEAR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                                                                                                                                                                                                     | ASSURANCE FUEL MAX                   |                                                                                               |  | * 215/45R17                                                                  |  |                    |  |
| DOT No. (Example: DOTM9ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                                                                                                                     | [ ] Original Equipment               |                                                                                               |  | Failure Location: PASSENGER SIDE FRONT                                       |  |                    |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                                                                                     | [ ] Prior Repair                     |                                                                                               |  | all 4 tires                                                                  |  |                    |  |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                                                                                                                                                                                                                                     | all 4 tires failed with 17,000 miles |                                                                                               |  | Tire Failure Type: CRACK                                                     |  |                    |  |
| 192000 TIRES:SIDEWALL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  |                                                                              |  |                    |  |
| 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  | Fire                                                                                                                                                                                                                                                |                                      | Number of Persons Injured                                                                     |  | Number of Deaths                                                             |  | Reported to Police |  |
| [ ] Yes [X] No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  | [ ] Yes [X] No                                                                                                                                                                                                                                      |                                      | 0                                                                                             |  | 0                                                                            |  | N                  |  |
| Narrative Description of Incident(S), Crash(es), and Injury(ies).<br>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).                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  |                                                                              |  |                    |  |
| <p>TL* THE CONTACT OWNS A 2010 TOYOTA PRIUS, EQUIPPED WITH GOODYEAR ASSURANCE FUEL MAX TIRES, TIRE SIZE 215/45R17. THE CONTACT STATED THAT THE FRONT PASSENGER AND REAR DRIVER SIDE TIRES DEFLATED. THE TIRES WERE INSPECTED AND THE CONTACT LOCATED CRACKS IN THE INSIDE SIDEWALL OF ALL FOUR TIRES. THE TIRES WERE REPLACED. THE DOT NUMBER FOR THE TIRES WAS NOT AVAILABLE. THE FAILURE WAS REPORTED TO THE TIRE MANUFACTURER. THE VIN WAS NOT AVAILABLE. THE TIRE FAILURE MILEAGE WAS 17,000. THE VEHICLE FAILURE MILEAGE WAS 58,000.</p>                                              |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  |                                                                              |  |                    |  |
| Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  |                                                                              |  |                    |  |
| <p>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.</p> |  |                                                                                                                                                                                                                                                     |                                      |                                                                                               |  |                                                                              |  |                    |  |

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

all 4 Goodyear tires were defective.  
Purchased in January 2012 from Discount Tire  
Store, Midway Drive in San Diego, Ca.  
Original invoice included.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL

PERMIT NO. 1888

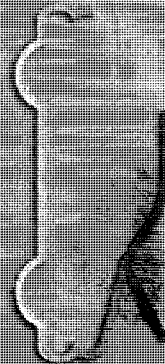
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**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**



**Think your vehicle  
has a safety defect?**



**If so:  
Use the enclosed  
form to file a report.**

**or visit:  
[www.safercar.gov](http://www.safercar.gov)**

**or call:  
Vehicle Safety Hotline  
888-327-4236**

**NHTSA**

Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

reference #  
542014

DOT complaint  
6/5/13

conf #  
10515307



1870476

LAYAWAY ACCT # [REDACTED]  
DATE: 01-05-2012 TIME: 4:01 PM

CUSTOMER INFORMATION

VEHICLE INFORMATION

STORE LOCATION

[REDACTED]  
SAN DIEGO CA [REDACTED]  
[REDACTED] [REDACTED]  
DL# [REDACTED]

2010 TOYOTA  
PRIUS  
17"OPT. ALL  
MILEAGE: 41,465  
  
TORQUE SPECS: 000

CAS 30  
3112 MIDWAY DRIVE  
SAN DIEGO CA 92110  
PHONE: 619-224-4760  
  
626 JONATHAN W BOLDEN  
WORK ORDER#

| CODE                                                             | CC  | QTY | SIZE                | DESCRIPTION               | F.E.T. | PRICE  | AMOUNT |
|------------------------------------------------------------------|-----|-----|---------------------|---------------------------|--------|--------|--------|
| 30638                                                            | NRM | 4   | 215/45R17 87V BSW   | GOV'T INSURANCE FUEL MAX  | .00    | 105.20 | 421.00 |
| WARRANTY: MILEAGE- 65,000 SEE REVERSE SIDE FOR WARRANTY DETAILS  |     |     |                     |                           |        |        |        |
| COMMENT: BOLT PATTERN: 5-100                                     |     |     |                     |                           |        |        |        |
| COMMENT: INFLATION F:33 R:32                                     |     |     |                     |                           |        |        |        |
| 80017                                                            | NRM | 4   | CERTIFICATES        | FOR FREE REPLACEMENT      | .00    | 23.80  | 95.20  |
| 80075                                                            | NRM | 4   | STATE REQUIRED      | ENVIRONMENTAL FEE         | .00    | 1.75   | 7.00   |
| 80224                                                            | NRM | 4   | WASTE TIRE DISPOSAL | FEE                       | .00    | 2.50   | 10.00  |
| 80219                                                            | NRM | 4   | INSTALLATION &      | LIFETIME SPIN BALANCING   | .00    | 16.00  | 64.00  |
| 80666                                                            | NRM | 4   | LIFETIME ROTATION   | LIFETIME REPAIRS INCLUDED | .00    | .00    | .00    |
| COMMENT: PRICED TO MATCH COMPETITOR BUY 2 GET 2 FREE. THANK YOU! |     |     |                     |                           |        |        |        |
| COMMENT: APPOINTMENT: 01-05-2012 4:00 PM                         |     |     |                     |                           |        |        |        |

SUBTOTAL: 537.20  
TAX: 33.40

TOTAL: 630.60  
LAYAWAY REFUND: 50.00  
VISA: 580.60  
TENDERED: 630.60

XXXXXXXXXX [REDACTED]

Signature on file