 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. § 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received OCT 17 2013 23-AUG-2013</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10536961</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
SANTA ROSA BEACH		FL		[REDACTED]	
<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>					
<p>VEHICLE INFORMATION</p>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
WP1AB29P04L [REDACTED]		PORSCHE		CAYENNE S	
Model Year		Date Purchased		Dealer's Name and Telephone Number	
2004					
Engine:		Original Owner		Dealer's City	
No: Cylinders		[REDACTED]		State	
		Zip Code			
Transmission Type		Antilock Brakes		Powertrain	
		<input type="checkbox"/>			
Cruise Control		<input type="checkbox"/>		Multiple Failure:	
				Incident Date(s)	
				23-AUG-2013	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
Vehicle Component Codes: 190000 TIRES, 192000 TIRES: SIDEWALL				Failure Mileage	
				129000	
				Failure Speed	
				0	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
HANKOOK		VENTUS AS		* 275/40R20	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment		Failure Location: DRIVER SIDE FRONT	
DOT 5M7E CK H		<input type="checkbox"/> Prior Repair			
Tire Component Code				Tire Failure Type: TREAD SEPARATION	
192000 TIRES:SIDEWALL					
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
Crash		Fire		Number of Persons Injured	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
				Number of Deaths	
				Reported to Police	
				N	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2004 PORSCHE CAYENNE S EQUIPPED WITH HANKOOK TIRES, SIZE: 275/40R20. THE CONTACT STATED THAT THE TREADWALL SEPARATED ON ALL FOUR OF THE TIRES. THE TIRES WERE INSPECTED BUT WERE NOT DIAGNOSED. THE TIRES HAD NOT BEEN REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE APPROXIMATE VEHICLE FAILURE MILEAGE WAS 129,000. THE TIRE FAILURE MILEAGE WAS UNKNOWN.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<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>					

The US Department of Transportation

September 26 ,2013

From: [REDACTED]
Reference # 10536961

To whom it may concern,

I purchase these tires from Pep Boys. It had a manufacturer defect . The tire separated on the side wall prematurely .The tire was manufactured the same year that other tires were recalled but not this brand. I contacted manufacturer they told me that it will be under warranty. When I took my vehicle to have the tire replaced the manufacturer refused to honor the warranty. I had to pay for the four new tires. The tires were extremely dangerous to use it had to be replaced order to be able to use the vehicle.

Sincerely,
[REDACTED]



Pep Boys #1531
 35800 Emerald Coast Pkwy.
 Destin, FL 32541
 (850)650-1575
 www.pepboys.com

EPBOYS AUTO SERVICE & TIRES
 TORE #1531
 5800 EMERALD COAST PKWY
 ESTIN,FL 32541
 (850) 650-1575
 DACS# MV82021
 PA# FDL384208017

TRACKING ID# *	
Store ID #	Service Work Order #
1531	2035059

08/27/2013 6:42:05 PM CST
 Trans.: 024365 Store: 1531
 Reg.: 115 Till:steve
 Cashier: 367995

Service Manager : STEVEN TIETGEN

Service Work Order COMPLETE



Year: 2004
 Make: PORSCHE
 Model: CAYENNE
 Engine: V8-4511 4.5L DOHC
 VIN No.:
 License No.: FL comput
 License In / Out: 1 / 129549
 Color:

Date: 2013-08-23
 Entered By: STEPHEN Milton SWINFORD
 Time In: 13:03:35
 Date/Time Promised: 2013-08-23 19:00:00
 Old Parts Returned: no

HAN VSB RH06 VENTUS 520.00 T
 ATD151031893 4 @ 167.18
 Item Discount Amt. (-148.72)

Storage Charges: If your car remains in our premises longer than 3 days after notification repairs are completed, storage charges will begin at the rate of \$10.00 per day.

THE NECESSARY MATERIALS AND ITS EMPLOYEES TO OPERATE THE VEHICLE FOR PURPOSES OF INSPECTION THAT UNLESS DIRECTLY CAUSED BY PEP BOYS, IT IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE OR FILES ARE LEFT OVERNIGHT AT OWNER'S RISK

Labor \$:	Total \$:	Date and Time :
44.97	842.90	2013-08-23 13:16:13

Order #: 2035059
 TIRE INSTALLATION PACKAG 69.96 T
 9084807 1 @ 69.96
 TIRE HANDLING CHARG 10.00 T
 8585558 4 @ 2.50
 REBUILD TPMS 0.00 H
 0399061 4 @ 0.00
 TIRE MOUNTING 0.00 N
 9125984 1 @ 0.00
 TIRE MOUNTING 0.00 N
 9125984 1 @ 0.00
 9907940 1 @ 14.99
 WHEEL BALANCE 20 0 14.99 T
 9907940 1 @ 14.99

WROTE ESTIMATE(S)

ONE OF THE STATEMENTS BELOW, AND SIGN: I
 LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY
 I DO NOT REQUEST A WRITTEN ESTIMATE.
 WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT
 NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL

APPROVAL.

SIGNED _____
 DATE _____

METHOD OF PAYMENT-
 CASH CHECK CREDIT CARD

THERE IS NEVER A CHARGE FOR A WRITTEN ESTIMATE. DIAGNOSTIC, REPAIRS, PARTS AND SERVICE PRICES ARE QUOTED AND APPROVED PRIOR TO PERFORMING SERVICE.

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

***FS 403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida.

***FS 403.7185 mandates a \$1.50 fee for new or remanufactured batteries sold in the state of Florida

TO ENSURE YOU OF CONSISTENT PRICES FOR ESTIMATES AND REPAIRS. PEP BOYS USES A LABOR GUIDE (FLAT RATE SYSTEM) THAT INDICATES THE AMOUNT OF TIME EXPECTED TO COMPLETE THE SPECIFIED SERVICE. THESE TIMES MAY NOT COINCIDE WITH ACTUAL TIME SPENT REPAIRING YOUR VEHICLE. FOR SERVICES NOT COVERED BY THE LABOR GUIDE, PEP BOYS WILL CHARGE AN HOURLY RATE BASED UPON THE ACTUAL TIME REQUIRED TO PERFORM THE SERVICE. FOR CERTAIN SPECIFIED SERVICES, SUCH AS THOSE WITH PRICES QUOTED ON OUR SIGNS, PEP BOYS CHARGES A FIXED DOLLAR AMOUNT.

YOU WILL NOT BE CHARGED A TIRE HANDLING CHARGE IF YOU CHOOSE TO DISPOSE OF YOUR OWN TIRES.

NOTICE: - IF YOU ELECT TO DISPOSE OF YOUR OWN TIRES, YOU ARE RESPONSIBLE FOR PROPERLY DISPOSING OF YOUR USED TIRES IN ACCORDANCE WITH THE APPROPRIATE REGULATIONS AND LOCAL ORDINANCES.

#: 2035059

INSTALLATION PACKAG	69.96	T
807	1 @ 69.96	
TIRE HANDLING CHARG	10.00	T
8585558	4 @ 2.50	
REBUILD TPMS	0.00	N
0399061	-4 @ 0.00	
TIRE MOUNTING	0.00	N
9125984	1 @ 0.00	
TIRE MOUNTING	0.00	N
9125984	1 @ 0.00	
TIRE MOUNTING	0.00	N
9125984	1 @ 0.00	
TIRE MOUNTING	0.00	N
9125984	1 @ 0.00	
WHEEL BALANCE 20	0 14.99	T
9907940	1 @ 14.99	
WHEEL BALANCE 20	0 14.99	T
9907940	1 @ 14.99	
WHEEL BALANCE 20	0 14.99	T
9907940	1 @ 14.99	
WHEEL BALANCE 20	0 14.99	T
9907940	1 @ 14.99	

Order #: 2035059

FL NEW TIRE FEE	4.00	I
8585334	4 @ 1.00	

Order #: 2035059

VENDOR ROUTE TRUCK PO# 9	0.00	N
0099941	1 @ 0.00	

Order #: 2035059

Total Discount	(148.72)
Sub-Total	593.96
Tax	35.64
Total	629.60
Visa (S)	629.60

Account: XXXXXXXXXXXX [REDACTED]
Auth: 194149 (A)

Total Tender	629.60
Change Due	0.00

Thank you for shopping at Pep Boys. Most returns accepted within 90 days with the original receipt. For more details please refer to return policy in-store or on www.pepboys.com. Submit your rebate on-line at www.pepboys.com/rebates Service Work Order Number



Customer Copy

Subject: Tire5

From: [REDACTED]

To: [REDACTED]

Date: Thursday, September 26, 2013 11:18 AM



Sent from my iPhone

Subject: Tire 1

From:



To:

Date: Tuesday, September 24, 2013 6:13 PM



Tire wall separating

Sent from my iPhone

Subject: Tire2

From:



To:

Date: Tuesday, September 24, 2013 6:14 PM



Sent from my iPhone

Subject: Tire4

From:



To:

Date: Tuesday, September 24, 2013 6:15 PM



Sent from my iPhone

> Best regards,

>

> Juan A. Britos

> Assistant Manager

> Technical & Service Team

> Hankook Tire America

> 1450 Valley Road, Wayne, NJ 07470

> (973) 406-3614

> (973) 633-9980 fax

>

> NOTICE: This Hankook Tire E-mail message (including any file attachment) is intended only for the use of the individual or entity to which it is addressed, and may contain information that is privileged and/or confidential. If you are not the intended recipient, any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify the sender immediately by reply E-mail and delete or destroy all copies of this message and any file attachment. Thank you!

>

> -----Original Message-----

> From: [REDACTED] [mailto:[REDACTED]]

> Sent: Friday, August 23, 2013 3:47 PM

> To: Juan A. Britos

> Subject: Tire tread

>

>

> It is 9 . Thanks [REDACTED]

Subject: RE: Tire tread
From: Juan A. Britos (jabritos@hankooktireusa.com)
To: [REDACTED]
Date: Friday, August 23, 2013 3:05 PM

Pep boys has made the effort to handle this reasonably. You will have to go to Pep boys to get the tire covered under warranty. I cannot see any separation in the picture. You can contact an attorney or anyone else you might want, but the tire can be covered if you go to Pep boys.

Best regards,

Juan A. Britos
Assistant Manager
Technical & Service Team
Hankook Tire America
1450 Valley Road, Wayne, NJ 07470
(973) 406-3614
(973) 633-9980 fax

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-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]]
Sent: Friday, August 23, 2013 4:00 PM
To: Juan A. Britos
Subject: Re: Tire tread

Can u see the separation of the sidewall of the tire. Do I need to contact an attorney about this issue or the highway traffic safety attorney since there was a recall issued at the same time this tire was manufactured . It is unsafe to drive the vehicle with the tire.

Since I contacted your company with this issue I'm giving you the opportunity to correct the problem reasonably. If I don't hear from you it will force me to take other actions .

Sincerely
[REDACTED]

On Aug 23, 2013, at 2:48 PM, "Juan A. Britos" <jabritos@hankooktireusa.com> wrote:

> [REDACTED]

> I really can't see anything with this picture. The only other option I can give is going to another Hankook tire dealer. If that is not possible, you will have to work with Pep boys to get credit on your tires.

>

S.R.B. FI

CHECKED OCT 04 2013

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



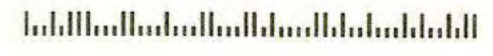
**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



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



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