

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 OCT 22 2013 03-SEP-2013		Repository ☐ Reference No. 10538518	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
WALNUT CREEK		CA			
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).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
1N6HD12SXRC		NISSAN		D21	
Model Year		Engine:		Fuel Type:	
1994		No: Cylinders			
Date Purchased		Dealer's Name and Telephone Number		Original Owner	
				☐	
Original Owner		Dealer's City		State	
				Zip Code	
Transmission Type		Powertrain		Multiple Failure:	
☐ Antilock Brakes					
☐ Cruise Control				Incident Date(s)	
				15-AUG-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 190000 TIRES, 190000 TIRES				Failure Mileage	
				90000	
				Failure Speed	
				65	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
TOYO		UNKNOWN		195/75R14	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment		Failure Location: PASSENGER SIDE REAR	
9TP9CAN4405		☐ Prior Repair			
Tire Component Code		Tire Failure Type: BLOWOUT			
190000 TIRES					
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	
☐ Yes ☒ No		☐ Yes ☒ No		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 1994 NISSAN D21 EQUIPPED WITH 4 TOYO ECLIPSE TIRES, SIZE: 195/75/R14. THE CONTACT WAS DRIVING 65 MPH WHEN THE STEERING WHEEL AND THE VEHICLE BEGAN TO WOBBLE. THE VEHICLE WAS MERGED OFF THE ROADWAY AND THE CONTACT NOTICED THAT THE REAR PASSENGER'S SIDE TIRE WAS DEFORMED. THE TIRE WAS REPLACED WITH A SPARE. ONE WEEK LATER, THE CONTACT HEARD A LOUD EXPLOSION AND SAW THAT THE DEFORMED TIRE BLEW FROM THE SPARE TIRE CABIN. THE CONTACT STATED THAT THE FAILURE RECURRED ON THE DRIVER'S SIDE REAR TIRE ONE YEAR LATER. THE TIRE MANUFACTURER WAS NOTIFIED OF THE INCIDENT. THE APPROXIMATE FAILURE MILEAGE OF THE VEHICLE WAS 90,000 AND THE APPROXIMATE TIRE FAILURE WAS 5,000.					
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.					

Date: 10-9-13

US Dept of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation NVS-210
1200 New Jersey Ave SE.
Washington DC 20077-9382

RE: Additional Information to Original complaint #10538518

Dear NHTSA staff,

I would like to add some additional information to my original complaint #10538518.

On 8-24-2013 after experiencing 2 Toyo tire failures on the road, I went to the local Rep for Toyo tires, which was Les Schwab tires in Concord, CA. I informed them I had 2 unsafe and defective tires that needed to be inspected and replaced with new safe ones. They inspected the defective tires, but refused to replace them simply for being defective or unsafe. They insisted that my only option was to buy new tires from them, which I refused to do. I was sent on my way with the 2 defective tires.

On 9-18-13 a third tire #9TP9 CAN 4405 deformed while driving and needed to be immediately removed from my truck.

That makes 3 out of 4 Toyo Eclipse tires, made from the same manufacturing plant during the same year that have deformed in the exact same way. That's a 75% failure rate so far. As of yet both Toyo and Les Schwab have refused my requests to even replace these defective tires. I still have all 4 defective Toyo tires that are available to the NHTSA, should you request to inspect them for the verification and cause of their defects. They are clearly a safety hazard and I do not want others to be injured by the same tires from this same plant.

Please add this information to my original complaint. Thank you.

Sincerely,

Walnut Creek, CA

U.S. DEPT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
OFFICE OF DEFECTS INVESTIGATIONS, NUS-210
1200 NEW JERSEY AVE SE.
WASHINGTON, D.C.

20077-9382



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