

**From:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: Complaint 10715636  
**Date:** Tuesday, October 13, 2015 7:22:36 AM  
**Attachments:** [nhtsa.gov.docx](#)

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**From:** Reid, Randy (NHTSA)  
**Sent:** Wednesday, October 07, 2015 5:29 PM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: Complaint 10715636

**From:** [REDACTED]  
**Sent:** Thursday, August 06, 2015 12:46 PM  
**To:** Test, Crash (NHTSA)  
**Subject:** Complaint 10715636

8/6/15

TGIF,

Attached is a letter I sent to Mr. Reid; I hope he received it. It should help in narrowing down the problems with the Wal-Mart tires. I'm anxious to get your report/findings.

[REDACTED]

[REDACTED]  
[REDACTED] \* Plymouth, IN [REDACTED] \* [REDACTED] \* [REDACTED]

June 30, 2015

Mr. Randy Reid  
Chief Correspondence Research Division  
Office of Defects Investigation  
U.S. Dept. of Transportation  
1200 New Jersey Avenue S.E.  
Washington, DC 20590-0001

Ref. No. 10715636, dated 5/11/15

Dear Mr. Reid:

On 6/5/15, I sent back the information you requested on the above listed complaint. FYI, the 1998 Pontiac Sunfire is VIN 1G2JD12T8W7[REDACTED]. The form numbers on your envelope show NVS-200 & W48-226. The complaint is not about my car or just that brand, but the defective "new" tires I purchased at Wal-Mart. Wal-Mart sells tires across the map, and they are NOT manufactured here in the U.S.A. This is a very serious matter (I don't think it's limited to the so called Douglas tires they sell) and their products need to be taken off the market because they are unsafe and cause accidents. Specifically:

- 1) ALL 3 tires purchased at different times had "leaks". The latest one purchased in Jan. 2014 was discovered LESS THAN ONE MONTH after purchased, minimal miles on it. Instead of another defective tire, they were to bead leak it for me. They saw me read the sign – in the service waiting area ONLY stating – **"WE DO NOT INSPECT OUR TIRES" – neither does China and they are DEFECTIVE!**
- 2) In retaliation, they moved my car to another bay, purposely installed it incorrectly on the hydraulics resulting in a large hole to the underside, causing it to rust more quickly, causing other problems (exhaust splicing when I was out of town & it could have caught fire driving it back), and leaving me with a destroyed and unsafe car. A body shop would not even quote to repair it because he did not want liability issues and declared it "unsafe to drive" from the hole due to incorrect hydraulic placement and rust. Wal-Mart was made aware of this & would not grant me a rental vehicle to drive. **THEY CARE NOTHING FOR OTHERS' SAFETY!**
- 3) **Something is wrong with the rubber** (recall previous news stories on burn marks from rubber flip flops they sold?) – instead of holding the road, the tires become more slippery when the pavement is wet, especially with rain or snow. NOTE: the actual tire tread may look "ok", but the tires slip and slide all over.
- 4) Please have your engineers test the Douglas X-Trac A-W P205/165R15 purchased from a reputable dealer like Firestone or Goodyear and compare it to the same brand purchased at Wal-Mart. **It will readily help you find the problem with the rubber. Equally important, it is false advertising & MANUFACTURING FRAUD because they are selling them as a "Douglas" tire, when it is only a clone.**
- 5) Wal-Mart "new" tires are "defective", and they are unsafe. The government needs to take the necessary measures to have all the tires pulled, stop selling them, and imports stopped. Their "uninspected & cloned" junk is unsafe and causing accidents. It is FRAUD on both counts.

Please send me a copy of your report when it is completed. I would prefer a hard copy to the address listed above, as I do not get email every day. Thank you for your assistance in these matters.

Sincerely,  
  
[REDACTED]