

August 1, 2017

CL-11029691-5735



Hot Springs, AR

Cooper Tires & Rubber Company-

I bought four of your Roadmaster tires for my Toyota a number of years ago, my guess is four years. Stoops Tire here in Hot Springs told me they were good for 50,000 miles. The model was 205 55 16 MC 440.

Over the last two months I have had three flats. They have about 40,000 miles but in the last week two of the tires went flat.

My main concern is safety. This seems to be too much of a coincidence. I am bringing this to your attention. I'm glad I wasn't driving to Chicago in the winter. I wouldn't want anyone to have a problem in a worst case incident.

Thanks for your attention.

I will be replacing the 4th tire this month for ease of mind.

Respectfully,



included Wal Mart receipts  
cc: U.S. Dept. of Transportation  
1200 New Jersey Ave, SE  
Washington, DC 20590

WALMART# [REDACTED]  
 4019 CENTRAL AVE  
 HOT SPRINGS, AR 71913 US  
 (501)623-7605  
 LIC# [REDACTED]

Service Order:



485700

07-28-2017	HS. HOT SPRINGS, AR [REDACTED]		
YEAR	MAKE	MODEL	COLOR
LICENSE	ODOMETER	CUSTOMER ARRIVAL TIME	SERVICE COMPLETED TIME
	0	2017-07-28 08:52 AM	2017-07-28 10:27 AM

Service Description	Service
TIRE MOUNT CARRY IN	10.00
- Mount Tire - Spare - COMPLETE - Valve Stem - Spare - COMPLETE	
DISPOSAL FEE	0.00
- Dispose Tire Accepted - Spare - COMPLETE	
WHEEL BALANCE LIFE	0.00
- Balance Accepted - Spare - DECLINED	
<b>Not Applicable</b>	
TR414 VS PACKAGE	3.00
ROTATE BAL-LIFE TPMS	9.00

Merchandise Description	Quantity	Unit Price	Merchandise
205/55R16 91T DUG AS	1	57.00	57.00

Customer Comments: **Total (Excluding Tax & Govt. Fees) 79.00**

Technician Comments  
 DOT. M6OF UY1R 1917

**DISCLAIMER**

I authorize the stated service to be completed with the necessary materials. I give permission to operate the vehicle.

I UNDERSTAND:

1. Walmart is not responsible for loss/damage to the vehicle or items left in it
2. Walmart does not inspect tires to determine if they are safe. Only the service on the service order is performed. Tires are not inspected for conditions that may affect safety (tread depth, cuts, punctures, cracking, bulges, and uneven tread wear).
3. Customers should ensure their tires are properly inflated, have tread depth greater than 2/32" in all grooves, and have no cuts, punctures, cracking, bulges, or uneven tread wear.

An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of services performed.  
 Driving conditions will affect the safety and performance of my tires.

07-28-2017

CUSTOMER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

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.

SIGNED \_\_\_\_\_

DATE \_\_\_\_\_

QUALITY CONTROL TECH JASON 8923  
 SERV WRTR/GREETER DIANE 8778  
 THIRD QC TECH CHARLES 9399  
 TIRE TECHNICIAN CHARLES 9399

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.



LITTLE ROCK AR 722

02 AUG 2017 PM 3 L



[REDACTED]  
HOT SPRINGS, AR  
[REDACTED]

W48-226

U.S. DEPT. OF TRANSPORTATION  
1200 NEW JERSEY AVENUE, SE  
WASHINGTON, DC 20590

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