

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [DataQuality](#); [DataQuality \(NHTSA\)](#)
Subject: Re: FW: Follow up to ODI Complaint ----11329335 -----
Date: Wednesday, February 10, 2021 2:01:01 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello,

I filed a safety complaint June 17, 2020 regarding faulty tires. 3 tires falling on 2 different new trucks with Yokohama tires. We recently had two more tires explode when refueling.(4th and 5th tire) I know that we are in a pandemic and everyone is working from home. We are a small non profit that runs food banks for the elderly and Military families in need. We would appreciate your help and guidance. I have attached our first complaint.

I am looking forward to hearing from you and need your guidance.

With Every Best Wish!

[REDACTED]

[REDACTED]

For information about the HelpingHand:

[REDACTED]

In collaboration, we become links in the chain of Humanity; uniting, embracing our alliances, empowering each other with our strengths, thus extending our reach beyond our dreams, for the good of all humanity.

On Fri, Jul 10, 2020 at 8:00 AM EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

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With Every Best Wish!

[Redacted]

[Redacted]

For information about the HelpingHand:

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U.S. Department of Transportation
National Highway Traffic Safety Administration

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	Repository <input type="checkbox"/>
17-JUN-2020	Reference No. 11329335

OWNER INFORMATION (Type or Print)				Daytime Telephone Number	E-mail Address
Name		Address			
City	State	Zip Code	Evening Telephone Number		
LAGUNA BEACH	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	Model Year
		ISUZU	NPR	2019
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
			No: Cylinders	
Original Owner	Dealer's City	State	Zip Code	
<input type="checkbox"/>				
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
	<input type="checkbox"/> Cruise Control			25-NOV-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 200000 WHEELS, 192000 TIRES: SIDEWALL, 192000 TIRES: SIDEWALL	Failure Mileage	Failure Speed
	13000	0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
YOKOHAMA	YK580	215/55/R16
DOT No. (Example: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: PASSENGER SIDE FRONT
Tire Component Code	Tire Failure Type: BLISTER	
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
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			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 2019 ISUZU NPR EQUIPPED WITH YOKOHAMA TIRES, TIRE LINE: LT RADIAL, TIRE SIZE: 215/85/R16, DOT NUMBER: SBBA. THE CONTACT STATED WHILE AN EMPLOYEE WAS USING THE VEHICLE SHE NOTICED BUBBLES ON SIDE WALL OF THE FRONT PASSENGER'S SIDE TIRE. THE VEHICLE WAS TAKEN TO A TIRE SHOP AND BOTH FRONT TIRES WERE REPLACED. THE CONTACT CALLED SOUTH BAY TRUCK CENTER LOCATED AT 7327001005, CARSON, CA 90746, (310)984-3950, AND NOTIFIED THE DEALER OF THE FAILURE. THE CONTACT STATED THERE WERE SEVERAL OTHER SIMILAR COMPANY VEHICLES EQUIPPED WITH THE SAME TIRES THAT EXHIBITED BUBBLES TO THE SIDEWALL OF THE TIRES. SEVERAL OF THE TIRES WERE REPLACED. THE MANUFACTURER HAD BEEN INFORMED OF FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 13,000. THE VIN WAS NOT INCLUDED. *LN

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 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.