



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 ☐

23-MAR-2021

Reference No.
11404428

JUN 24 2021

OWNER INFORMATION (Type or Print)

Name

Address

City

GAINESVILLE

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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
1B7GL22X8YS

Make
DODGE

Model
DAKOTA

Model Year
2000

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

04-FEB-2020

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 020000 SUSPENSION, 200000 WHEELS

Failure Mileage
235177

Failure Speed
0

NO SUSPENSION FAILURE REPORTED

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

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 2000 DODGE DAKOTA EQUIPPED WITH COOPER TIRES, TIRE LINE: FUTURA, TIRE SIZE: 275/75/R15. THE CONTACT STATED THAT THE TIRES WERE VERY LOUD WHILE DRIVING. THE CONTACT STATED HE TOOK THE TIRES TO PEPBOYS (7725 W NEWBERRY RD, GAINESVILLE, FL 32606, (352)332-6003) TO BE INSPECTED. THE CONTACT WAS INFORMED THAT THE WHEEL BEARINGS WERE FAULTY AND NEEDED TO BE REPLACED. THE TIRES WERE NOT REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 235,100.

Correction: TIRE SIZE IS 235/75/15

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.

To: Mr. Randy Reid,

This letter contains new updated and recent developments for my complaint.

The tires in question began making a small but noticeable noise from day one then gradually over time became louder and louder. This set of tires were purchased in '2019' and were suspiciously discontinued in '2020'. It is to be noted the previous set of tires on this truck had NO issues whatsoever! I have asked 2 other people with automobile knowledge to ride with me and both concluded it's the tires and NOT the vehicle. These tires ~~are~~ have a tread defect and need to be replaced. Upon multiple conversations with the manufacturer, Cooper states because Pepboys own the tire name, they are not responsible for these tires.

It is also to be noted, I had a second opinion done at the same Pepboys location with a different tire mechanic which checked each tire and stated there are NO problems with my bearings. I knew all along my bearings on all 4 wheels were good especially since I replaced the front drivers side with a quality OE part.

Also, it was no surprise to find the Service Dept. manager was fired shortly after my visit. He was the person that was pushing the idea that ALL my bearing were bad. Not only did it take me 4 hours to finally get finished, I listened to this manager tell lies and give misguided information to many customers. Pepboys is a company full of deceit

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and fraudulent business ~~practises~~ ~~in~~ which it refuses to admit guilt. Another incident unrelated to the tire issue, was the fact Pepboys ended the rewards program and took away anyone that had less than 100 points and never had the decency to contact those directly. These reward points belonged to the customers and had no right to steal them.

Replacing these tires is the only remedy for ~~these~~ these defected tires.

Pepboys Case # 

also, just remembered the \$2100 estimate that was given me under fraudulent pretenses.

