

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

[REDACTED]
St. Petersburg, FL [REDACTED]

Cooper Tire and Rubber Company
P. O. Box 550
Findlay, OH 45840

RE: Defective Tires
Cooper Evolution Tour (BW) (84) (H)

Dear Manager:

On July 14, 2021, I purchased 4 of the above tires (see attached documentation).

On July 26, 2023, one of the tires spontaneously separated from the tread, stranding me in Forsyth, GA on Interstate 75. I spent a night in a motel waiting for a new tire to be delivered (see attached documentation).

On May 1, 2024, another tire shredded, stranding me in Woodstock, GA while a replacement tire was ordered overnight. There was no puncture, just a separation and shredding on the sidewall.

Please see further documentation from Bob Lee's Tire Company in St. Petersburg, FL where I purchased the tires. Their Sales Representative, Robert Nappi, said that Cooper Tire Company no longer makes this tire. Bob Lee's Tire Company honored my Road Hazard warranty but this does not make up for the time, stress, lodging costs, additional labor costs, and DANGER caused by these tires.

I am asking that your company RECALL all these tires immediately. I will no longer buy any brand associated with your company or Goodyear, but I want you to warn and protect others who drive on these defective, dangerous tires.

Please inform me of the resolution of this issue.

[REDACTED]

Cc: National Highway Traffic and Safety Administration ✓
400 7th St. SW
Washington, D.C. 20590

Robert Nappi
Bob Lee's Tire Company
1631 4th St. North
St. Petersburg, FL 33704

RA

*** INVOICE ***

Page: 1/1

Bob Lee's Inc.
A Family Business Since 1947
www.bobleestire.com
1631 4th St. North
St. Petersburg, FL 33704
727-822-3981



Unit #:
Vehicle: 2016 TOYOTA PRIUS C
BASE
License # [REDACTED]
Mileage: In: 43351 / Out: 43351
VIN #:
Torque: 76
Air Prs: 38.0 F / 33.0 R

Description	Slmn/Te	Qty	FET	Parts	Labor	Extended
COOPER EVOLUTION TOUR [BW] [84] [H]	RD /IN	4	0.00	114.73	0.00	458.92
MOUNT & BALANCE	RD /IN	4	0.00	0.00	15.00	60.00
VALVE STEM OR TPMS SERVICE	RD /IN	4	0.00	3.00	0.00	12.00
STATE FEE F.S.403.718	RD 7	4	0.00	1.00	0.00	4.00
THIS CHARGE REPRESENTS THE COSTS FOR WASTE DISPOSAL.	RD /IN	4	0.00	4.00	0.00	16.00
WIPER	RD /CH	2	0.00	10.00	0.00	20.00
ROAD HAZARD	RD /GIA	4	0.00	11.47	0.00	45.88

its and profits for the motor vehicle repair facility for miscellaneous shop supplies or
8 mandates a \$1.00 fee for each new tire sold in the State of Florida. ***FS403.7185
ch new or remanufactured battery sold in the State of Florida

month/____ mile warranty on all parts and labor unless otherwise specified
Save Old Parts: Yes No (Core may apply)

ment Method:
VISA MC AMEX

11/22/2021 03:10pm

*** INVOICE ***

Page: 1/1



Bob Lee's Inc.
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1631 4th St. North
St. Petersburg, FL 33704
727-822-3981



Invoice # [REDACTED]

Bill To: [REDACTED]

SAINT PETERSBURG, FL [REDACTED]
CELL: [REDACTED]

Unit #:
Vehicle: 2016 TOYOTA PRIUS C
License [REDACTED]
Mileage: In: 48291 / Out: 48291
VIN #:
Torque: 76
Air Prs: 38.0 F / 33.0 R

Other Authorized Person:
Proposed Completion Date:

Item #	Size	Description	Simn/Te	Qty	FET	Parts	Labor	Extended
90000032539	175/65R15	COOPER EVOLUTION TOUR [BW] [84] [H]	SH /LD	1	0.00	122.31	0.00	122.31
MB	BALANCE	MOUNT & BALANCE	SH /LD	1	0.00	0.00	20.00	20.00
VS	STEM	VALVE STEM OR TPMS SERVICE	SH /LD	1	0.00	3.00	0.00	3.00
ST		STATE FEE F.S.403.718	SH /	1	0.00	1.00	0.00	1.00
TDPASS		THIS CHARGE REPRESENTS THE COSTS FOR WASTE DISPOSAL.	SH /	1	0.00	4.00	0.00	4.00
RH	ROAD HAZARD	ROAD HAZARD	SH /LD	1	0.00	12.23	0.00	12.23
R HAZ		ROAD HAZARD CLAIM (AMOUNT REDUCING TIRE PRICE)	SH /	1	0.00	-122.3	0.00	-122.31

This charge represents costs and profits for the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. *FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ***FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida

Labor Charges Based On:
Flat Rate _____ Hourly Rate _____ Both Apply _____

_____ month/_____ mile warranty on all parts and labor unless otherwise specified

Intended Payment Method:
CASH CHECK VISA MC AMEX

Save Old Parts: Yes No (Core may apply)

Comments:

Cash: 0.00 Check: 0.00
Credit Card: 43.05 On Acct: 0.00
Amount Tendered: \$43.05
Total: - \$43.05
Change: \$0.00

Name Acct Auth Amount
[REDACTED] 43.05

Parts: 20.23
Labor: 20.00
Subtotal: 40.23
Sales Tax: 2.82
Total: \$43.05

64,537
SCT Pit Stop

109A Patrol Rd.
Forsyth, GA 31029
478.994.6334

Sales Receipt

Date	Sale No.
7/27/2023	

Sold To

		Tag #	Mileage
Description	Qty	Rate	Amount
175/65R15 Toyo Extensa AS	1.0	103.00	103.00T
Mount and Balance	1.0	20.00	20.00
Georgia Tire Fee	1.0	1.00	1.00
Toyota Prius			
3% Credit Card Fee	132.0	0.03	3.96
Thank you for your business.		Subtotal	\$127.96
		Sales Tax (8.0%)	\$8.24
		Total	\$136.20

08/02/2023 07:50am

*** INVOICE ***

Page: 1/1



Bob Lee's Inc.
A Family Business Since 1947
www.bobleestire.com
1631 4th St. North
St. Petersburg, FL 33704
727-822-3981

Invoice # [REDACTED]

Bill To:

SAINT PETERSBURG, FL
CELL: [REDACTED]

Unit #:

Vehicle: 2016 TOYOTA PRIUS C
BASE

Licens [REDACTED]

Mileage: In: 65251 / Out: 65251

VIN #:

Torque: 76

Air Prs: 38.0 F / 33.0 R

Other Authorized Person:
Proposed Completion Date:

Item #	Size	Description	Slmn/Te	Qty	FET	Parts	Labor	Extended
R HAZ		ROAD HAZARD CLAIM (AMOUNT REDUCING TIRE PRICE	SH /	1	0.00	-76.49	0.00	-76.49

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Labor Charges Based On:

Flat Rate _____ Hourly Rate _____ Both Apply _____

_____ month/_____ mile warranty on all parts and
labor unless otherwise specified

Intended Payment Method:

CASH CHECK VISA MC AMEX

Save Old Parts: Yes No (Core may apply)

Comments:

Cash: 0.00 Check: 0.00
Credit Card: -81.84 On Acct: 0.00

Amount Tendered: \$-81.84
Total: - \$-81.84
Change: \$0.00

Amount

-81.84

Parts: -76.49
Labor: 0.00
Subtotal: -76.49
Sales Tax: -5.35

Total: \$-81.84

CRABAPPLE AUTOMOTIVE

12265 CRABAPPLE RD
ALPHARETTA, GA 30004
770-696-1486

5/2/2024 12:02:16 PM EDT

Repair Ord

Page: 1

Service Writer : Kaytee

Vehicle : No Vehicle

VIN :

Fleet #/Driver :

Created : 5/1/2024 2:19:32 PM EDT

Odometer In : _____

Odometer Out : _____

Labor/Notes

Technician

Auri

Description

MOUNT AND BALANCE TIRE

Price

\$25.00

Parts

Code

Description

Condition

Unit Price

Price

Toyu Extensa 175/65/15

\$114.00

\$114.00

VALVE STEM

\$3.00

\$3.00

TIRE DISPOSAL FEE

\$6.00

\$6.00

Labor

\$25.00

Parts

\$3.00

Tires

\$114.00

Shop Supplies

\$8.00

Charges

\$6.00

Sales Tax

Default Rule @ 7.75%

\$9.69

Repair Total

\$165.69

PAYMENT

\$0.00

BALANCE DUE

\$165.69

Technician Code

Certification #

Auri

Date & Time

Total Amount

Authorized By

Approvals

Method

Employee

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garage keeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCUR A \$5.00 PER DAY STORAGE FEE. 36 Month or 36,000 Mile Warranty On Most Repairs (EXCLUSIONS DO APPLY). Parts that are supplied from the customer are not under any warranty from Crabapple Automotive.

Customer Signature _____

05/10/2024 02:02pm

*** INVOICE ***

Page: 1/2



Bob Lee's Inc.
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1631 4th St. North
St. Petersburg, FL 33704
727-822-3981



Invoice #: 378124

SAINT PETERSBURG, FL
CELL:

Unit #:
Vehicle: 2016 TOYOTA PRIUS C
License:
Mileage: 72511
VIN #:
Torque: 76
Air Prs: 38.0 F / 33.0 R

Other Authorized Person:
Proposed Completion Date:

Item #	Size	Description	Slmn/Te	Qty	FET	Parts	Labor	Extended
R HAZ		ROAD HAZARD CLAIM (AMOUNT REDUCING TIRE PRICE)	RN /	-3	0.00	38.00	0.00	-114.00
148000	P175/65R15	TOYO EXTENSA A/S II [BW] [84] [H] [SL]	RN /CS	2	0.00	114.00	0.00	228.00
MB	BALANCE	ROAD FORCE BALANCE	RN /CS	2	0.00	0.00	23.00	46.00
VS	STEM	VALVE STEM OR TPMS SERVICE	RN /CS	2	0.00	4.00	0.00	8.00
RH	ROAD HAZARD	ROAD HAZARD	RN /RC	2	0.00	13.15	0.00	26.30
ST		STATE FEE F.S.403.718	RN /	2	0.00	1.00	0.00	2.00
TDPASS		THIS CHARGE REPRESENTS THE COSTS FOR WASTE DISPOSAL.	RN /	2	0.00	5.00	0.00	10.00
LOFFSK	LOF	LOF FULL SYNTHETIC (KENDALL)	RN /RC	1	0.00	0.00	0.00	0.00
K020	OIL	1 QT OF 0W20 KENDALL	RN /RC	4	0.00	11.00	0.00	44.00
LB	LOF	MAINTENANCE LABOR	RN /RC	1	0.00	0.00	9.00	9.00
KOF	PREMIUM OIL FILTE	PREMIUM OIL FILTER 85349	RN /RC	1	0.00	15.00	0.00	15.00
OIL DISP		OIL FILTER DISPOSAL	RN /	1	0.00	4.99	0.00	4.99
ROTATION		TIRE ROTATION	RN /	1	0.00	0.00	0.00	0.00

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Labor Charges Based On:

Flat Rate _____ Hourly Rate _____ Both Apply _____

_____ month/_____ mile warranty on all parts and labor unless otherwise specified

Intended Payment Method:

CASH CHECK VISA MC AMEX

Save Old Parts: Yes No (Core may apply)

Comments:
LOF/ROTATION
FRONTS TO REAR
****RECOMMEND****
CABIN AIR FILTER

Cash: 0.00 Check: 0.00
Credit Card: 290.28 On Acct: 0.00

Name Acct Auth Amount

Parts: 216.29
Labor: 55.00
Subtotal: 271.29
Sales Tax: 18.99

Amount Tendered: \$290.28
Total: - \$290.28
Change: \$0.00

Total: \$290.28

NGF
5/23/24

W41-306

NATIONAL HWY TRAFFIC & SAFETY ADMIN
400 7th St. SW
WASHINGTON, D.C. 20590

20590-



forever
usps

TAMPA FL 335
SAINT PETERSBURG FL
16 MAY 2024 PM 3:11