

September 15th, 2025

To: National Highway Traffic Safety Admin.
1200 New Jersey Ave. SE
Washington, D.C. 20590

Florida Dept of Highway Safety and Motor Vehicles
2900 Apalachee Pkwy.
Tallahassee, Florida 32399

Florida Dept. of Highway Safety and Motor Vehicles – Consumer Services Div.
2900 Apalachee Pkwy.
Tallahassee, Florida 32399

From [REDACTED])

To Whom It May Concern:

As per details attached, in Jan 2024, I purchased 4 new Cooper CS5 Grand Touring Tires (17 in) from 49th Street tires in Clearwater Florida. I later found out that these tires were manufactured in 2021 and were definitely recalled due to pathetic manufacturing flaws which endangered my wife's life on the highway. These tires disintegrated!

As enclosed, on June 16th, 2025, I wrote to both 49th Street Tires and Goodyear Tires who bought out Cooper tires and took on their liabilities and claims. Neither Company had the courtesy, decency, or professionalism to even contact me with my genuine issue.

I ask that some State or Federal body not allow this episode to just fade away. These Companies should be reprimanded and pay a penalty for their unsympathetic yet extremely dangerous behavior.

Respectfully Yours,

[REDACTED]

Barrie, Ontario, Canada [REDACTED]
[REDACTED])
[REDACTED] (email)

22

[REDACTED] COPY

June 16th, 2025

To: 49th Street Tires
12290 49th Street N.
Clearwater Florida 33762
Attn: Petr Klapka – GM
727 498 8800

AND

Goodyear Tire and Rubber Co.
200 Innovation Way
Akron, Ohio 44316
Attn: Mark Stewart – CEO/Pres.
330 796 2121

From: [REDACTED]
[REDACTED]
Barrie, Ontario Canada
[REDACTED]

To Whom It May Concern:

Hello Gentlemen, my name is [REDACTED] for six months during the last 8 years. As the original owner of a 2010 Chrysler 300 Touring, this car was left down in Florida at our Condo for the same time period.

On January 4th, 2024, I purchased and installed 4 Cooper Tires CS5 Grand Touring (17") from 49th Street Tires in Clearwater Florida (see EXH 1) for \$342.40 U.S. on my Mastercard which is in Canadian Dollars. A week later, I also had the TPMS Sensors installed by them (EXH 2).

This Car was built in Canada, and that year the Odometer is only in kilometers not miles. The reading in kilometres at the time of the tire purchase was 177,389 (see Skycrest Bill of Dec 23, 2023 (EXH 3).

I gave a superb [REDACTED] review for 49th Street Tires (with an owner response) (see EXH 5).

In May 2025, my wife [REDACTED] and I decided to sell our Condo and drive back to Barrie Ontario Canada and had the car checked on May 14th, 2025 (fluids and rear brake job) indicating 185,022 kilometers (see Skycrest Bill (EXH 4). Therefor in a year and a half (really only 8 months of driving) only 7,633 kilometers or 4,580 miles were put on these Cooper Tires.

We departed on [REDACTED] We highway-drove only 3 1/2 hours out of Clearwater when the vehicle started dangerously wobbling. I pulled off the next available exit in St. Augustine Florida at a place named RPM Automotive where I was told the rear tires were internally falling apart and outside bulges and bubbles were apparent – the mechanic said the front tires seemed OK. I was also told a tie rod could be replaced. I authorized the back tires and tie rod for \$878.52 U.S. (see EXH 6).

Continuing our drive north, the Car started wobbling again after 3 hours (Sat near 4 pm) and I pulled into Hardeeville South Carolina, but no tire or car repair shops were open. I do have CAA (AAA) but they do not do new tires. In this small town, I had to get hotel accommodations for both Saturday and Sunday night for \$323.68 U.S. (\$184.83 + \$138.85) see Exhibit 7).

Early Monday morning, I crawled the Car to Butler's Service Center, one mile away, where it was confirmed that the front tires were corrupted. The owner also confirmed that these Cooper Tires were recalled due to tread separation and tire failure. I replaced the two front tires for \$418.16 (see Exhibit 8).

Needless to say, I was thoroughly disgusted to hear that the 4 Cooper Tires I bought from 49th Street Tires in January 2024 and manufactured in 2021 were faulty. 49th Street tires knew or should have known those tires were recalled and dangerous! These Cooper faulty tires could have killed me and my Wife. I have outlaid over \$1,500 U.S. as detailed above as a result of these tires not to mention 3 lost days of travel. (see EXH 9 and 10).

In summary, I ask you to consider reimbursing me 50% or \$750 U.S. for my dollar outlays, encountered danger, and inconvenience. I would appreciate some form of communication by either or both of you two reputable firms by July 31st, 2025.

Respectfully Yours,





Triangle

EXH 1

Your Triangle World Mastercard Statement

Account number [REDACTED]

Details of your account summary

Payments received - Dec 12 to Jan 11, 2024

TRANSACTION DATE	POSTING DATE	TRANSACTION DESCRIPTION	AMOUNT (\$)
Dec 22	Dec 27	RB TELEPAYMENTS/ROYALE DIRECT	[REDACTED]
Total payments received			[REDACTED]

Purchases

TRANSACTION DATE	POSTING DATE	TRANSACTION DESCRIPTION	AMOUNT (\$)
Purchases - Card			
Dec 09	Dec 1	[REDACTED]	[REDACTED]
Dec 13	Dec 1	[REDACTED]	[REDACTED]
Dec 15	Dec 1	[REDACTED]	[REDACTED]
Dec 14	Dec 1	[REDACTED]	[REDACTED]
Dec 15	Dec 1	[REDACTED]	[REDACTED]
Dec 20	Dec 2	[REDACTED]	[REDACTED]
Dec 26	Dec 2	[REDACTED]	[REDACTED]
Dec 27	Dec 2	[REDACTED]	[REDACTED]
Jan 03	Jan 0	[REDACTED]	[REDACTED]
Jan 04	Jan 05	49TH ST AUTO SALE REPA CLEARWATER FL	469.26
		342.40 USD @ [REDACTED]	[REDACTED]
Total purchases for [REDACTED]			[REDACTED]
Total purchases [REDACTED]			[REDACTED]

Information about your account

Billing errors: If you believe an error has been made on your statement, you must notify us within 90 days from the date that the transaction was posted to your account. You may not dispute a transaction after the 90-day period. However, we may at any time change the amount of a transaction that we have understated or remove any credits from your account that we posted in error.

If your card has been stolen or lost: Please call us immediately. If you're calling from Canada or the U.S., call us at 1-800-459-6415. From outside Canada or the U.S., call us collect at (905) 735-7256.

Minimum payment due: The estimate on page 1 of how long it will take to pay off your new balance is based on:

- the new balance shown on this statement
- paying the minimum due each month on the payment due date
- the current interest rates (including any promotional rates) remaining the same
- using 30 days in a month to calculate interest
- excluding charges for optional products or services offered by Canadian Tire Bank or Affiliates (e.g. credit balance insurance for your account) after the first month.

Making payments: Payment methods are provided on the back of the remittance slip. Gift cards and Canadian Tire Money™ are not accepted as payment on your account.

Pre-authorized payment: If you have set up a pre-authorized payment plan, the "balance due" reflects all amounts on your account due and owing for this statement. It replaces the "statement balance" or "monthly account balance" in your PAD agreement.

Receiving promotional material: If you don't want to receive promotional material or be contacted by our telemarketers, please contact us at 1-800-459-6415. If you would prefer to write us, our mailing address is: Canadian Tire Bank, P.O. Box 4653 Station A, Toronto ON M5W 5G4.

Details of the Loyalty rewards program: Terms, conditions and restrictions are available at triangle.com.

* Charges include the following taxes based on your province of residence: HST ON 13%, NS, PE, NL, NB 15% with the remaining provinces at GST 5% plus PST as applicable (BC 7%, SK 6%, MB 7%, QC 9.975%).

** Charges include the following PST rates as applicable (QC 9%; ON 8%; MB 7%).

Tax rates are subject to change by the applicable regulatory authority.

The Triangle Rewards Program is owned and operated by Canadian Tire Corporation, Limited. The Triangle World Mastercard is issued by Canadian Tire Bank.

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*™ World Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.

(continued on next page)

Page 2 of 3

WAYS TO PAY

- Online banking
- Pre-authorized payment
- At any Canadian Tire store with your credit card in hand

Please allow enough time for your payment to reach us by the due date.

New address?

Let us know by visiting us online at ctfs.com or calling 1-800-459-6415. Have your card available if you call us.

If you choose to mail your payment please ensure you write your full account number on your cheque to avoid processing delays.

You can mail payment to:
Canadian Tire Bank P.O. Box 4653 Station "A" Toronto ON M5W 5G4

EXH 2.

1727 4933 XXXX
5TH ST ACROSS AVE RPT
10030 49TH STREET NORTH
CLEARWATER 34622

DEBIT CARD
DEBIT SALE

10:29:40

Update location

Prime members:
Get one year of free Gr

frequency (315MHz + 433M
Pressure (Press-in Metal)

Batch #:
INVOICE
Approval Code:
Entry Method:
Code:

TPMS
INSTALL
2 YRS

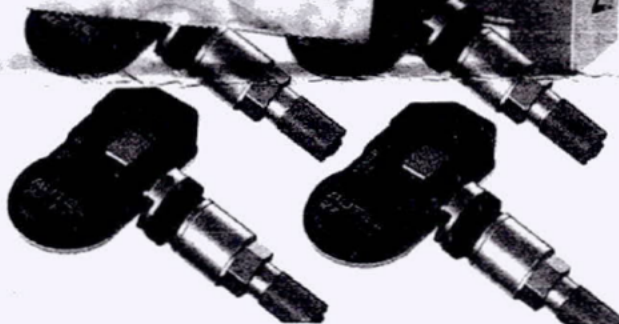
SALE AMOUNT

\$80.00

Thank You For Your Bu

CUSTOMER COPY

SENSOR



\$119 - U.S.
plus tax
= 127

342
127
80
TOTAL > \$549

200+ bought in past m

Bundles with this item



Autel TS408 with 4
Metal MX-Sensors

-14% \$230.00

Was: \$268.00

See all bundles



Autel MX-Sensor 2 in
1(315Mhz+433 Mhz)...

-14% \$299.00

Was: \$348.00



Autel TPMS Sensors
MX Sensors (315Mh...

-13% \$299.80

Was: \$348.00



Autel MaxiIM KM100
with MX-Sensor

-7% \$608.00

Was: \$654.00

EXH 3.

FOR EVERYTHING YOU VALUE



SKYCREST AUTO SERVICE

1927 DREW STREET, CLEARWATER, FL 33765

Phone: 727-442-3957



Email: Skycrestauto@hotmail.com

Web: Http://www.skycrestauto.com

State Registration # MV-01325

Name: [REDACTED]

Invoice : [REDACTED]

Address: [REDACTED], FL

Date: Tuesday, December 26, 2023

Home Phone: [REDACTED]

Vehicle: 2010 CHRYSLER 300

Work Phone: [REDACTED]

VIN: [REDACTED]

Mileage: 177389 KILOMETERS

Empl ID	Shop Code	Description	Part ID	Part Description	Qty.	Price Each	Ext. Price	Parts Amount	Labor Amount
0	A7	ROTATE TIRES						\$0.00	\$15.00
0	Q3	FRONT BRAKE JOB RENEW THE BRAKE PADS AND THE DISC BRAKE ROTORS ADD FLUID, BLEED AND TEST DRIVE						\$194.10	\$80.00
19	A4	CHANGE OIL & FILTER PERFORM MAINTENANCE & SAFETY INSPECTION, SYNTHETIC BLEND OIL						\$39.95	\$15.00
0	Z2	USED OIL & FILTER DISPOSAL COST						\$5.00	\$0.00

We are an ACDelco Professional Service Center

We Perform Factory Warranty Protection Maintenance Services

We do perform extended warranty repairs.

Tuesday, December 26, 2023

Thank You

Page 1 of 2

EXH 4.

FOR EVERYTHING YOU VALUE



Professional Service Center

SKYCREST AUTO SERVICE

1927 DREW STREET, CLEARWATER, FL 33765

Phone: 727-442-3957



Email: Skycrestauto@hotmail.com

Web: Http://www.skycrestauto.com

State Registration # MV-01325

Name:



Invoice :



Address:



Date:

Wednesday, May 14, 2025

FL

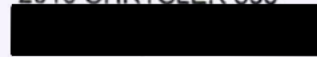
Vehicle:

2010 CHRYSLER 300

Home Phone:



VIN:



Work Phone:

Mileage:

185022 KILOMETERS

Empl ID	Shop Code	Description	Part ID	Part Description	Qty.	Price Each	Ext.Price	Parts Amount	Labor Amount
0	A4	CHANGE OIL & FILTER PERFORM MAINTENANCE & SAFETY INSPECTION, SYNTHETIC BLEND OIL						\$34.95	\$15.00
0	Q4	REAR DISC BRAKE JOB RENEW THE BRAKE PADS AND THE DISC BRAKE ROTORS ADD FLUID, BLEED AND TEST DRIVE						\$185.10	\$90.00
0	Z2	USED OIL & FILTER DISPOSAL COST						\$5.00	\$0.00

We are an ACDelco Professional Service Center

We Perform Factory Warranty Protection Maintenance Services

We do perform extended warranty repairs.

Wednesday, May 14, 2025

Thank You

Page 1 of 2



49th Street Tires Clearwater



Saved



Recents



49th Street

Overview

Reviews

About

★★★★★ a year ago

Extremely satisfied with this operation and Evan was totally professional, helpful and courteous. Bought 4 new Cooper Tires for a great price and included install and balancing - highly recommend 49th Street Tires! Changeover took less than 1/2 hour!!!!

Cheers



1

Share

Response from the owner a year ago

Thank you for taking the time to leave a review for 49th Street Tires Clearwater. We are thrilled to hear that you had an extremely satisfying experience with us. We pride ourselves on providing professional, helpful, and courteous service to all of our customers. We are glad that you found our prices for Cooper Tires to be great and that the installation and balancing were included. We appreciate your recommendation and are happy to have earned 5 stars from you. We hope you enjoy your new tires and have a safe journey back to Canada. Thank you for choosing 49th Street Tires Clearwater.

Business hours

49th Street Tires Clearwater

Located in Clearwater

Offering tire services

Restaurant

AST of Florida

Velocity Air Conditioning

Tools, Marine, Bus & Salvage

Cardinal and Ham

Calvary Catholic Cemetery



"Car Care with Integrity"

RPM 6630
1605 COUNTY ROAD 210
ST. AUGUSTINE, FL 32095
(904) 429-9575
www.rpmautomotive.com

05/17/2025 2:36:21 PM EST
Trans.: 006816 Store: 6630
Reg.: 111 Till: 111
Cashier: 473697

Service Work Order COMPLETE

STEERING/SUSP EVALU	34.99	T
9210187	1 @ 34.99	
Order #: 2027265		
COMP VEHICLE INSP	0.00	N
0787538	1 @ 0.00	
Order #: 2027265		
215/65R17 99H HP010	239.98	T
CRSCTR1731LL	2 @ 119.99	
Order #: 2027265		
PROTECTED TIRE INSTALLAT	96.00	T
2758819	1 @ 96.00	
TIRE HANDLING CH PBV	6.00	T
8585558	2 @ 3.00	
ROAD HAZARD WARRANT	36.00	T
8618425	2 @ 18.00	
90DAYS WHL BAL 16-1	27.00	T
8582685	1 @ 27.00	
90DAYS WHL BAL 16-1	27.00	T
8582685	1 @ 27.00	
1897 TIRE MOUNTING	0.00	N
9125984	1 @ 0.00	
1897 TIRE MOUNTING	0.00	N
9125984	1 @ 0.00	
Order #: 2027265		

REAR TIRES

COMP WHL ALIGN	124.99	T
8581349	1 @ 124.99	
Order #: 2027265		
FL NEW TIRE FEE	2.00	T
8585334	2 @ 1.00	
Order #: 2027265		
OUTSIDE PURCHASE	62.62	T
MXAGES3571	1 @ 62.62	
Order #: 2027265		
OTHER SUSP PART	196.00	T
8582609	1 @ 196.00	
Order #: 2027265		
FERGUARD LIMITED ELW	33.32	T
9690163	1 @ 33.32	
Order #: 2027265		
MISC SHOP SUPPLIES	35.00	T
9303872	1 @ 35.00	
Order #: 2027265		

Sub-Total

Tax

Total

Debit (D)

Account:



Triangle

EXHIBIT 7

Your Triangle World Mastercard Statement

Account number [REDACTED]

Details of your account summary

Payments received - May 12 to Jun 11, 2025

TRANSACTION DATE	POSTING DATE	TRANSACTION DESCRIPTION	AMOUNT (\$)
May 26	May 27	RB TELEPAYMENTS/ROYALE DIRECT	[REDACTED]
Total payments received			[REDACTED]

Returns and other credits

TRANSACTION DATE	POSTING DATE	TRANSACTION DESCRIPTION	AMOUNT (\$)
May 27	May 28	RES* HAMPTONIN3 LODGING.SUPPOAP	-64.00
May 29	Jun 02	HAMPTON INN HARDEEVILL HARDEEVILLE SC 25.00 USD @ [REDACTED]	-35.44
May 29	Jun 02	HAMPTON INN HARDEEVILL HARDEEVILLE SC [REDACTED]	-4.61
Total returns and credits			-\$104.05

Purchases

TRANSACTION DATE	POSTING DATE	TRANSACTION DESCRIPTION	AMOUNT (\$)
Purchases - Card # [REDACTED]			
May 11	May 12	[REDACTED]	[REDACTED]
May 14	May 14	[REDACTED]	[REDACTED]
May 14	May 15	[REDACTED]	[REDACTED]
May 14	May 15	SKYCREST AUTO SERVICE CLEARWATER FL [REDACTED]	507.45
May 16	May 19	[REDACTED]	28.24
May 17	May 19	[REDACTED]	14.68
May 17	May 19	HAMPTON INN HARDEEVILL HARDEEVILLE SC 184.83 USD @ 1.435709841	265.36
May 18	May 20	HAMPTON INN HARDEEVILL HARDEEVILLE SC 25.00 USD @ 1.435820000	35.89

Information about your account

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Your card has been stolen or lost: Please call us immediately. If you're calling Canada or the U.S., call us at 1-800-459-6425. From outside Canada or the U.S., call us collect at (905) 735-7541.

Minimum payment due: The estimate on page 1 of how long it will take to pay off your new balance is based on:

- the new balance shown on this statement
- paying the minimum due each month on the payment due date
- the current interest rates (including any promotional rates) remaining the same
- using 30 days in a month to calculate interest
- excluding charges for optional products or services offered by Canadian Tire Bank or Affiliates (e.g. credit balance insurance for your account) after the first month.

Making payments: Payment methods are provided on the back of the remittance slip. Gift cards and Canadian Tire "Money" are not accepted as payment on your account.

Pre-authorized payment: If you have set up a pre-authorized payment plan, the "balance due" reflects all amounts on your account due and owing for this statement. It replaces the "statement balance" or "monthly account balance" in your PAD agreement.

Receiving promotional material: If you don't want to receive promotional material or be contacted by our telemarketers, please contact us at 1-800-459-6425. If you would prefer to write us, our mailing address is: Canadian Tire Bank, P.O. Box 4653 Stn A, Toronto ON M5W 5G4.

Details of the Loyalty rewards program: Terms, conditions and restrictions are available at triangle.com.

* Charges include the following taxes based on your province of residence: HST ON 13%, NS 14%, PE, NL, NB 15% with the remaining provinces at GST 5% plus PST as applicable (BC 7%, SK 6%, MB 7%, QC 9.975%).

** Charges include the following PST rates as applicable (QC 9%, ON 8%, MB 7%).

Tax rates are subject to change by the applicable regulatory authority.

The Triangle Rewards Program is owned and operated by Canadian Tire Corporation, Limited. The Triangle World Mastercard is issued by Canadian Tire Bank.

/ Unless otherwise noted, all trademarks are owned by Canadian Tire Corporation, Limited, and are used under licence.

/ World Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.



Triangle

Your Triangle World Mastercard Statement

Account number [REDACTED]

Details of your account summary (continued)

Purchases (continued)

TRANSACTION DATE	POSTING DATE	TRANSACTION DESCRIPTION	AMOUNT (\$)
May 18	May 20	HAMPTON INN HARDEEVILL HARDEEVILLE SC 138.85 USD @ 1.435738207	199.35
May 19	May 20	RES* HAMPTONIN3 LODGING.SUPPOAP	322.62
May 20	May 21	CKE* LOG HOUSE 1776 RES WYTHEVILLE VA 97.43 USD @ 1.433295699	139.64
May 20	May 22	BUFFALO AND FORT ERIE FORT ERIE ON	11.50

Butler's Service Center

20455 Whyte Hardee Blvd. P.O. BOX 370
Hardeeville, SC 29927
843-784-6226

John@butlersservicecenter.com

5/19/2025 11:09:03 AM EDT

Invoice

Page:1

Phone:

Vehicle : 2010 Chrysler 300 3.5L 3515 CC V6 SOHC 24 Valve

VIN

Fleet #/Driver

Created : 5/19/2025 7:51:09 AM EDT

Invoiced : 5/19/2025 11:08:32 AM EDT

Service Writer : 004

Tag/State

Odometer In : 185759

Odometer Out : 185762

Labor/Notes

Qty	Technician	Reference	Description	Unit Price	Price
2	011	TIREMOUNT1	MOUNT AND BALANCE 55 SERISE AND UP	\$25.00	\$50.00
			MOUNT TIRE ON WHEEL AND COMPUTERIZE SPIN BALANCE. DOES NOT INCLUDE NEW VALVE STEM.		
011		DOT	TIRE DOT #		
			05YF7UJLY0625 X2		
011		TIREMOUNT3	CUSTOM WHEEL MOUNT AND BALANCE		
			WE ARE NOT RESPONSIBLE FOR DAMAGE TO MAG OR CUSTOM WHEELS WHEN CHANGING TIRES.		
			X		
011		TORQUE	RE-TORQUE		
			"IMPORTANT NOTICE" ALL WHEELS MUST BE RE-TORQUED AFTER 100 MILES AFTER SERVICE.		
1	013	ALIGNPASS	ALIGNMENT PASSENGER CAR	\$99.99	\$99.99
			Inspect steering and suspension system, including tire condition and air pressure.		
			Put vehicle on alignment rack, mount and compensate sensors.		
			Print out initial alignment readings.		
			Adjust camber, caster, and toe angles, if adjustable, to manufacturer specifications (additional parts and labor may be necessary on some vehicles — see your customer service advisor for details.)		
			Print out final alignment readings to verify alignment is within specification.		
			Road test vehicle — to make sure all settings are performing properly.		
			IF ANY PARTS HAVE BEEN CHANGED AFTER ALIGNMENT IS DONE, WARRANTY WILL BE VOIDED		

Parts

Qty	Code	Reference	Description	Condition	Unit Price	Price
2	SL	SAIL9630391	Sailun Atrezzo SH408		\$110.20	\$220.40
			Note: 2156517			
2	-	TDF	TIRE DISPOSAL FEE		\$2.50	\$5.00
2	-	STATETIREFEE	STATE TIRE FEE		\$2.00	\$4.00
2	^	VS	VALVE STEM		\$1.50	\$3.00

Labor		\$149.99
Parts		\$3.00
Tires		\$220.40
Shop Supplies		\$15.30
Charges		\$9.00
Subtotal		\$397.69
Sales Tax		
	Default Rule @ 9%	\$20.47

Total **\$418.16**

Credit Card (Credit Card, Last 4: 0788, Auth: 000847): \$418.16

PAYMENT **\$418.16**

BALANCE DUE **\$0.00**

Technician Code Certification #

011

013

Approvals

Date & Time

Total Amount

Authorized By

Method

Employee

Q cooper cs5 ultra touring tire recalled in the u.s.

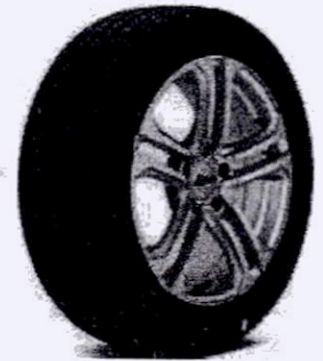


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◆ AI Overview

TRIM +2

Yes, certain Cooper CS5 Grand Touring and Mastercraft LSR Grand Touring tires, specifically in the 225/55R17 size, were recalled in the U.S. due to potential tread separation and sidewall failure. This recall was expanded in 2021 to include additional production dates. The issue stems from low tread gauge in the shoulder slot area. 



Details of the Recall:

Affected Tires:

The recall primarily involves Cooper CS5 Grand Touring and Mastercraft LSR Grand Touring tires in size 225/55R17.

Production Dates:

The recalled tires were manufactured within specific production date ranges: 2920-3220; 4220-4420; and 5120-0121.

Defect:

The tires may have low tread gauge in the shoulder area, potentially leading to tread separation and sidewall failure.

Safety Risk:

Sidewall failure can cause rapid tire deflation, increasing the risk of a crash.

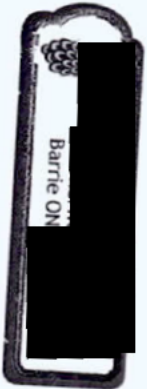
Recall Actions:

Cooper Tire will notify registered owners and arrange for free inspection and replacement of the recalled tires by dealers.

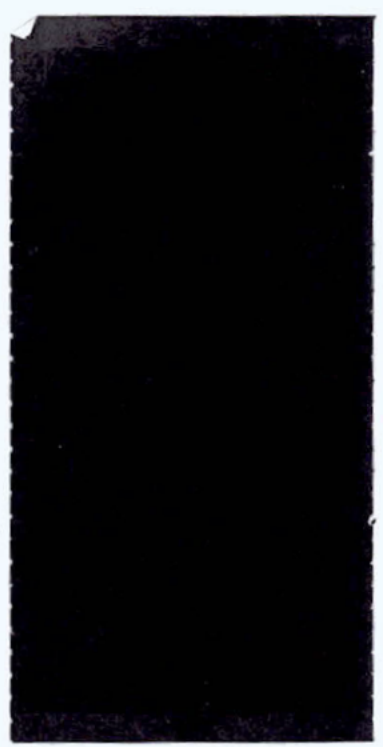
NHTSA Campaign Number:

The recall is identified under NHTSA campaign number 21T003000. 





SEP 25 2025
NEF



NATIONAL HIGHWAY TRAFFIC SAFETY ADV
1200 NEW JERSEY AVE. SE.
WASHINGTON, D.C.
20590