

████████████████████
Milwaukee, Wisconsin
May 9, 2002

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OFFICE
DEFECT INVESTIGATION

✓ Office of Defect Investigation
400 7th Street S.W.
Washington D. C. 20590

565955

To Whom It May Concern:

On April 9, 2002 we were driving into Phoenix, Arizona pulling our 17,500 lb. 5th wheel during p.m. rush hour, with traffic traveling at 75 or more miles per hour. A man honked his horn and pointed to our rear passenger dual tires. Thinking we had a problem we stopped. To our surprise we found the inside tire thread had completely separated from the sidewalls. The tire did not blow out, the valve stem was defective and all the air leaked out causing the tire to deflate and then separate. ██████ quickly took the outside tire off to remove the tire thread which had done some damage to our \$4,000.00 air bag system and also, so we could get out of traffic as soon as possible. ██████ worked for years in the family owned service station and removed and repaired many tires.

The next morning after leaving the 5th wheel, our friends took us to Sanderson Ford. ██████ told us Hiller Ford should have replaced the valve stems with steel stems not rubber like they did, because that is the way they did it at Sanderson's. ██████ was correct because three of the four stems Hiller replaced were defective and we had to replace them with steel stems. Enclosed you will find a copy of Sanderson's denial to give us any help. We were told we had to go to our dealer in Wisconsin. We always thought Ford was a major company and nation wide. Also enclosed is a copy of the receipt for the tire we were forced to purchase, because of being miles from our home dealer.

Nineteen days later we had more valve stem leaks. We were in Rochelle, Illinois, about 125 miles from home. Upon returning to our vehicle we could hear air leakage and found two more faulty valve stems. ██████ dealership said they didn't have the correct equipment to work on our tires. They are larger tires than on a normal truck. The service manager at McClain told us where we could get the tires fixed. Enclosed you will find a copy of a repair bill replacing 2 valve stems with steel stems. After all these tire problems we finally arrived home safely.

We were telling our Attorney friend all the problems we've had with our valve stems and mentioned the D.O.T. said the dealer should replace the tires if there is leakage. Also told him we had tried to get new tires from Ford, but were denied. Our friend said if we had an accident and hurt or killed someone we could be just as liable as Ford Motor Co., because we know there is a problem with the tires and didn't fix it.

Before we went to purchase four new tires, we tried one more time calling Ford Customer Service Center again. This time spoke with [REDACTED] and again got no satisfaction. [REDACTED] kept telling us the recall had been taken care of. The recall was not done properly, if it had been the stems wouldn't have leaked again. Also mentioned to [REDACTED] that the tire did some damage to our \$ 4,000.00 air bag, her reply was, we should call our insurance company. These problems have all been caused by Ford Motor Company's, neglect, not our insurance company.

So in order to travel safely while pulling our 5th wheel (our home away from home) we bought four new tires, we had our spare, which never leaked with low mileage, but had the valve changed to steel. We now have six new tires and feel very strongly we should be reimbursed our expense of \$ 1,394.33 from the Ford Motor Co. Had we gotten the new tires the D.O.T. said was a Corrective Action, we wouldn't have gone through all this aggravation. We also want our air bag fixed and a mud flap replaced. This tire business has caused us much anguish over the past several months. We paid \$52,000.00 for this pick up truck and have had nothing but grief from the Ford Motor Company and there agents.

Sincerely

[REDACTED]



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

Date Received	Od_or _____ rt_dt _____ od_rt _____ up_ltr _____
Reference No.	

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Street No: [Redacted] Apt. No.: [Redacted]
City: *Milwaukee* State: *WI* Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: [Redacted] Date: *10/12/2001*

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) <i>1FDDAW56F2YE</i>	(Located at bottom of windshield on driver's side)	Make <i>Ford</i>	Model <i>550</i>	Year <i>2000</i>	
Purchased Date <i>6-2001</i>	Dealer's Name <i>Hiller Ford</i>	Engine Size (CID/CC/L) <i>7.3</i>	<input type="checkbox"/> Turbo <input checked="" type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City <i>Franklin</i>	State <i>WI</i>	Zip Code <i>53132</i>	No. Cylinders <i>8</i>	
Manufacture Date (on driver's door or pillar) <i>5-2000</i>	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other
Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input checked="" type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other					

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) <i>Tires - Valve Stem</i>	Location <input type="checkbox"/> Front <input checked="" type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip. <input type="checkbox"/> Yes <input type="checkbox"/> No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand <i>General</i>	Tire Name <i>ContiSental-Resolap</i>		
Complete Tire Size <i>235/70R 19.5 LMT 400</i>	DOT No. <i>CU9R HMTJ 0600</i>		
No. of Failures <i>2</i>	Date(s) of Failure(s) <i>7-23-01 8-1-01</i>	Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Mileage at Failure(s) <i>Approx. 14,162</i>	Vehicle Speed at Failure(s)		

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <i>none</i>	Number of Fatalities <i>none</i>	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies):
We were traveling in Indiana, pulling our miscable 5th wheel when we noticed our 1st broken valve stem & go in on the tire. Found first dealership in Richmond, Indiana's repair the valve stem (said they would if tire could be repaired). Went to a 2nd tire shop but it came in a bit up a pipe and it'd be probably a bit of a wait. I went to a 3rd tire shop and they were able to get it fixed. I got to the tire shop and they were able to get it fixed. I got to the tire shop and they were able to get it fixed. I got to the tire shop and they were able to get it fixed.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

we visited ppm the 1st part of August 2001 until 9:27 cl. Jmtrach
Hiller told Gordon wheels replace 4 valve stems. Now we don't
know which 2 tires were driven on with broken valves & no
air. According to your information the tire is to be replaced. We
have tried every phone number we can find for Ford Motor Company,
we sat only told it is the dealers decision & they have to stand
behind there dealers. We now want 4 new tires we have an idea
which tires were driven on with no valves or air. We are not
only endangering ourselves, but others on the road with these tires.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

100 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S
QUESTIONNAIRE
(VQQ)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

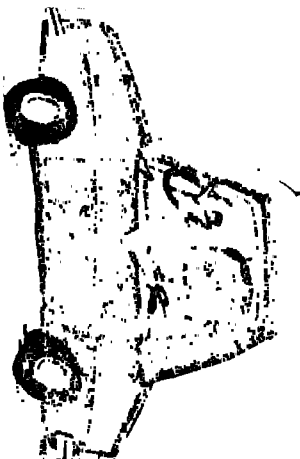
DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

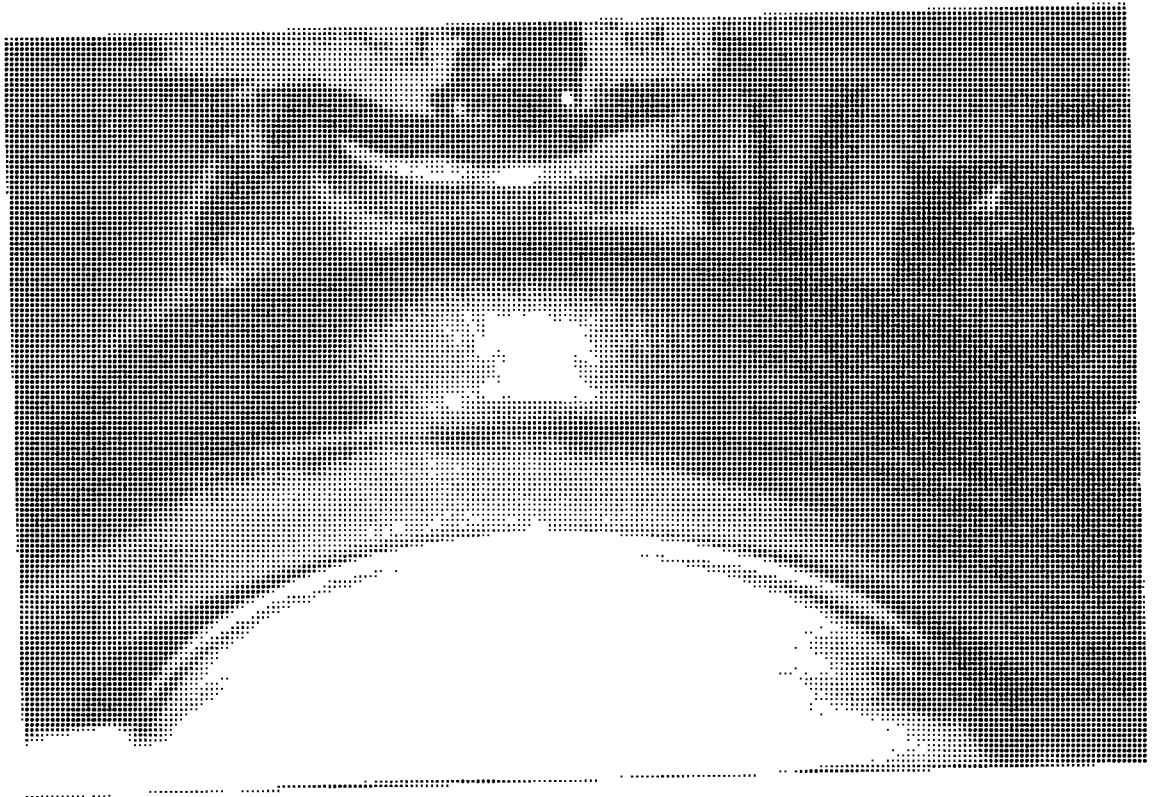
DOT Auto Safety Hotline
(DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline





**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**