

U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline

# Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4236  
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

12-SEP-2000

 Od\_or \_\_\_\_\_  
 rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_ltr \_\_\_\_\_

Reference No.

870333

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

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

## VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	HONDA	CIVIC	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

## FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES: TREAD	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s) 11-SEP-2000	Mileage at Failure(s)	Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
				<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

## APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No


## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS TRAVELING ABOUT 65MPH ON FREEWAY AND HEARD A LOUD BANGING NOISE. SHE LOST CONTROL OF VEHICLE, BUT WAS ABLE TO CONTROL VEHICLE SAFELY TO THE SHOULDER. LEFT AND RIGHT FRONT TIRES TREAD SEPARATED. TIRES WERE DUNLAP DB7C1199. SHE CONTACTED DUNLAP, AND ATTENDANT TOLD HER THAT THEY WOULD PRO RATE HER TIRES.  
\*AK

CONTINUE ON BACK IF NEEDED

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.

VIN  
 ND# IHGETJ6222XL087690

 <p>U.S. Department of Transportation          National Highway Traffic Safety Administration</p>	<p>DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire (VOQ)</b></p> <p>NATIONWIDE 1-888-DASH-2-DOT          1-888-327-4236          www.nhtsa.dot.gov/hotline</p>		<p><b>FOR AGENCY USE ONLY</b> 252</p>	
	<p>Date Received          00 OCT -3 PM 1:36</p> <p>12-SEP-2000          OFFICE OF DEFECTS INVESTIGATION</p>		<p>Od. or          6 dt _____          od. rt _____          up. ltr _____</p> <p>Reference No.          870333</p>	
<p>OWNER INFORMATION (Type or Print)</p> <p>637635</p>			<p>Work Number _____          Home No. _____</p>	
<p>Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?          in the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.</p> <p>Signature of Owner _____ Date 9/20/00</p>				

<p>VEHICLE INFORMATION</p>				
<p>Vehicle Ident. No. (VIN) <i>(Located at bottom of windshield on driver's side)</i>          IHGETJ6222XL087690</p>	<p>Vehicle Make          HONDA</p>	<p>Vehicle Model          CIVIC</p>	<p>Vehicle Year          1998</p>	<p>Current Odometer Reading</p>
<p>Purchase Date</p> <p><input type="checkbox"/> New <input checked="" type="checkbox"/> Used</p>	<p>Dealer's Name _____          City _____ State _____ Zip Code _____</p>		<p>Engine Size (CID/CC/L) _____          No. Cylinders _____</p> <p><input type="checkbox"/> Turbo  <input type="checkbox"/> Diesel  <input type="checkbox"/> Gas  <input type="checkbox"/> Fuel Injectio</p>	
<p>Transmission Type  <input type="checkbox"/> Manua  <input type="checkbox"/> Automatic</p>	<p>Antilock Brakes  <input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No</p>	<p>Restraint System  <input type="checkbox"/> 3-Point Belt  <input type="checkbox"/> Driverside Airbag  <input type="checkbox"/> Passengerside Airbag  <input type="checkbox"/> Motorbelt  <input type="checkbox"/> 2-Point Bel</p>	<p>Cruise Control  <input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No</p>	<p>Drive Train  <input type="checkbox"/> Front  <input type="checkbox"/> Rear  <input type="checkbox"/> 4-Wheel</p>
<p>Vehicle Type  <input type="checkbox"/> Car  <input type="checkbox"/> Van  <input type="checkbox"/> Minivan  <input type="checkbox"/> Other</p>		<p>Sport Util  <input type="checkbox"/> Truck  <input type="checkbox"/> Motorcycle</p>		<p>Body Style  <input type="checkbox"/> 2-Door  <input type="checkbox"/> 4-Door  <input type="checkbox"/> Stationwagon  <input type="checkbox"/> Pick Up  <input type="checkbox"/> Truck</p>

<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>				
<p>Component          02740000</p>	<p>Part Name(s)          TIRES:TREAD</p>	<p>Location  <input type="checkbox"/> Left <input type="checkbox"/> Right  <input type="checkbox"/> Front <input type="checkbox"/> Rear</p>		<p>Failed Part(s)  <input type="checkbox"/> Original  <input type="checkbox"/> Replacemen</p>
<p>No of Failures</p>	<p>Date(s) of Failure(s) 11-SEP-2000          Mileage at Failure(s)          Vehicle Speed at Failure(s)</p>	<p>Failed Part(s)  <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>NHTSA Previously  <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	

<p>APPLICATION INCIDENT INFORMATION          (Please describe in detail the incident(s), failure(s), crashes), and injuries) on the back of this form)</p>					
<p>Crash  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Fatalitie</p>	<p>Estimated Property Damag</p>	<p>Reported to Polic  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS TRAVELING ABOUT 65MPH ON FREEWAY AND HEARD A LOUD BANGING NOISE. SHE LOST CONTROL OF VEHICLE, BUT WAS ABLE TO CONTROL VEHICLE SAFELY TO THE SHOULDER. LEFT AND RIGHT FRONT TIRES TREAD SEPARATED. TIRES WERE DUNLAP DB7C1199. SHE CONTACTED DUNLAP, AND ATTENDANT TOLD HER THAT THEY WOULD PRO RATE HER TIRES. *AK ON SEPT 13* <sup>th</sup> *WAS ~~also~~ TRAVELING ABOUT 60 MPH ON FREEWAY & HEARD A LOUD BANGING NOISE. I WAS ABLE TO MOVE VEHICLE OUT OF ONCOMING TRAFFIC, RIGHT REAR TIRE BLEW OUT. TRUCKER THEN CHANGED TIRE. I THEN CALLED DUNLAP & ATTENDANT OPERED*

CONTINUE ON REVERSE SIDE

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 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.

Bob  
 POKRZYK

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.\*

D O T

MANUFACTURER/TIRE NAME

SIZE

\* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

I TOLD BOB POKRZUK THAT I DESERVED 3 NEW TIRES AT NO CHARGE BUT HE REFUSED BECAUSE HE STATED THAT MY 1999 HONDA CIVIC HAS 29784 MILES AND DUNLOP TIRES SHOULD ONLY LAST THE CONSUMER 20,000 TO 30,000 MILES. I STRONGLY FEEL THAT HE TOLD ME A UNTRUE STATEMENT OR STORY. ATTACHED IS A COPY OF MY RECEIPTS & A COPY OF MY LETTER I SENT TO DUNLOP TIRES.

DOE TO THE FACT THAT I AM UNEMPLOYED I ~~COULDN'T~~ COULDN'T AFFORD TO PURCHASE THE TIRES UNTIL WEDNESDAY SEPTEMBER 27th 2000. SEARS AUTO CENTER CALLED DUNLOP & SPOKE WITH MR. BOB POKRZUK & HE REFUSED TO OFFER ME 50% ON 3 TIRES. INSTEAD I WAS ONLY ALLOWED 50% OFF 2 TIRES. NOW, I AM STUCK WITH 100% OFF 2 TIRES.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
400 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  
Information Management Staff NSA-10.01  
400 7th Street, SW  
Washington, DC 20590







Dunlop Tire Corp  
P.O. Box #1109  
Buffalo, New York 14240  
(800) 548-4714  
(800) 828-7428 X 5439

September 11, 2000

Dear Dunlop,

I own a 1999 Honda Civic DX, with 29,789 miles. On Monday September 11, 2000, I was on the 710 South freeway in California during the heavy rush hour. Suddenly my right front tire blew out with a loud noise, and I almost lost control of the car because it was tilted on the right side. Praise God some of the cars behind me were at a distance away from my car. So, I able to move my car out of the oncoming traffic onto a dug out off the freeway. A few minutes later, Cal-Trans tow truck came to my rescue, changed my tire, and he put on my spare tire so I was able to get off the freeway. I then went directly to Buena Park Honda, showed the service employee what had happened to me. The Honda service operator then inspected the blown out tire, only to also find the front left tire with some problems Then too, there is a huge dent in the blown out tire. Praise God that I am alive, and my car was not a statistic of a terrible accident. I was then instructed by the service man to call the 800 number on my tire warranty. I then called Dunlop only to find out that they were closed. So, early Tuesday morning which is September 12, 2000, I called (800) 548-4714, and I spoke to a lady by the name of Colleen Larkin at your Dunlop location. I related my problem to her, then she instructed me to go to the nearest Dunlop dealer, and ask the service employee to do a evaluation of my tires. The Sears Auto Center service employee at 8150 La Palma Avenue in Buena Park California did a evaluation on the tires, only to discover that the two tires have "Radial Separation". The employee then called your 800 number, and spoke to the same lady whom I talked with early that morning. Colleen Larkin then offered me 25% discount off the two tires which cost \$59.99 each. Dunlop, on Wednesday September 13, 200, I then drove on the 91 West Freeway at 6:35 a.m. during the early morning rush hour traffic,

when once again my right rear tire blew out. Luckily I was in the right lane, and I was able to merge out of the on coming congested rush hour traffic. A good samaritan then changed my damaged tire, and he put on my spare tire for me. Dunlop, I then called your office reporting what had happened to me again. I then spoke to Mr Bob Pokrzyk who then offered me 50% off the new tires. Dunlop, I now have three defective damaged tires, and I strongly feel that I deserve 3 new tires at no charge. Dunlop, why do I have to pay half of the price of the tires when I feel that this problem is a factory defect problem? Secondly, I am a single mother with 3 small children, who is unemployed with no earnings! Why do the consumer have to suffer the consequences when something drastic could have happened to me in California during the rush hour traffic? My small kids could have been without a mother Monday evening at 4:00 p.m. on the 710 South freeway! No telling what could have happened to me if the cars behind me had slammed into the rear of my car. It's depressing and irritating to hear that Dunlop only offered me 50% off the 3 tires. Then too, I bought my car new with Dunlop tires. Therefore, I decided to keep the defected damaged tires for you to analyze the problem. Dunlop, I was thinking about reporting this incident to the **Economics Crimes & Consumer Environmental Protections Unit, The National Highway Traffic Safety Commissions (NHTSA), Better Business Bureau, The Federal Trade Commission, & The Department of Consumer Affairs**, but I feel that it's only fair for me to wait for your response to this matter. I would feel extremely happy if you offer me 3 new tires at no charge because I strongly believe that I deserve it.

Dunlop, If you have questions, please contact me at the above address, or the above telephone number.

Sincerely,

A large black rectangular redaction box covers the signature area of the letter. Above the box, there are some faint, illegible handwritten marks.