

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 118

Data Received

13-SEP-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

870404

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>(Listed at front of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	DUNLOP	DUNLOP	1900	

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

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"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<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 Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES:TREAD	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) 13-SEP-2000 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING ABOUT 65 MPH TIRE ON THE REAR PASSENGER'S SIDE BUSTED. ON 9/11/00, DRIVER EXPERIENCED THE SAME PROBLEM WITH TIRE ON THE FRONT PASSENGER'S SIDE. DUNLOP HAS BEEN CONTACTED ABOUT THE TIRES. DUNLOP WAS WILLING TO REPLACE THE TIRES AT HALF PRICE. PLEASE LIST TIRE SIZE AND DOT # IF POSSIBLE. *AK

CONTINUED ON BACK PLEASE

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.



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FOR AGENCY USE ONLY 118

Date Received

000011 AM 9:30

13-SEP-2000

OFFICE EFFECTS INVESTIGATION

Code or
Title
Code
Department
Reference No.

Reference No.
870404

Work Number

Home Number

OWNER INFORMATION (Type or Print)

637794

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) (Located at bottom of windshield on driver side) **1HGE16222X2087690** Vehicle Make **DUNLOP** Vehicle Model **DUNLOP** Vehicle Year **1900** Current Odometer Reading _____

Purchase Date _____ Dealer's Name _____ City _____ State _____ Zip Code _____
 New Used Engine Size (CID/CC/L) _____ Turbo
Diesel Gas Fuel Injection
No Cylinders _____

Transmission Type Manual Automatic Antilock Brakes Yes No
Restraint System 3-Point Belt Motorbelt Driverside Airbag 2-Point Belt Passengerside Airbag
Cruise Control Yes No Drive Train Front Rear 4-Wheel
Vehicle Type Car Sport Ut Van Truck Minivan Motorcycle Other
Body Style 2-Door 4-Door Stationwagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component **0274000** Part Name(s) **TIRES:TREAD** Location Left Right Front Rear Failed Part(s) Original Replacement

No of Failures _____ Date(s) of Failure(s) **13-SEP-2000** Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____
Failed Part(s) Available? Yes No NHTSA Previously Contacted? Yes 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 Yes No Fire Yes No Number of Persons Injured _____ Number of Fatalities _____ Estimated Property Damage _____ Reported to Police Yes No

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

WHILE DRIVING ABOUT 65 MPH TIRE ON THE REAR PASSENGER'S SIDE BUSTED. ON 9/11/00, DRIVER EXPERIENCED THE SAME PROBLEM WITH TIRE ON THE FRONT PASSENGER'S SIDE. DUNLOP HAS BEEN CONTACTED ABOUT THE TIRES. DUNLOP WAS WILLING TO REPLACE THE TIRES AT HALF PRICE. PLEASE LIST TIRE SIZE AND DOT # IF POSSIBLE. *AK
DUNLOP (MR Bob POKRZYK) PROMISED ME 50% OFF 3 TIRES BECAUSE ON SEP 13th, my REAR FRONT TIRE blew up.

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.

20590+0001

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10-01
400 7th Street, SW
Washington, DC 20590

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

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



U.S. G.P.O. 1982 - 623-807 / 6028

I WAS NOT ABLE TO PURCHASE THE 3 TIRES ON
SEP 13, SO ON WEDNESDAY SEPT 27TH, I WENT TO
POKRAK AUTO CENTER ONLY TO FIND OUT THAT MR
POKRAK GAVE ME 50% OFF 2 TIRES WHEN
I PROMISED, ME 50% OFF 3 TIRES.
MR POKRAK TOLD ME THAT THE BRADLAP TIRES
I PURCHASED TO ONLY LAST 20,000 TO 30,000 MILES
THAT IS A COPY OF MY RECEIPT FOR 609 SEP 2
GET 3 TIRES. I STRONGLY FEEL & BELIEVE THAT I
AM TREATED UNFAIRLY BY BRADLAP & MR COB
POKRAK. I DESERVE 3 NEW TIRES AT NO
CHARGE BECAUSE THEY ARE RACIAL SEPARATION.

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)

0 0 1 7

SEARS

Auto Center

CUSTO NAME ADDRESS CITY/ST HOME PHONE	VEHICLE INFORMATION YEAR / MAKE / MODEL 1997 HONDA CIVIC		INITIAL ESTIMATE PARTS \$68.48 LABOR \$29.98 OTHER \$0.00 TAX \$5.27 TOTAL \$103.73	REVISED ESTIMATE	CREATED BY 553479
	LICENSE NON-LITE		COLOR SILVER		
STORE INFORMATION 8137 - S E 311 E 8139 La Palma Ave Buena Park, CA 90620 (714) 226-3361		V.I.N. TIME IN 09/27/2000 12:53 PM TIME OUT DOCKMASTER IN 30670	LOCATION OR TIME	DATE/TIME OF SERVICE 09/27/2000 12:53 PM	PAYMENT TYPE CASH <input type="checkbox"/> CREDIT <input type="checkbox"/> CHECK <input type="checkbox"/>
EPA Number: CAD135691533 Repair Number: AF022620	WAITING 1:00	DROP-OFF No	PROMISED TIME 09/27/2000 02:00 PM	TIRE INSTALLATION INSTRUCTIONS LF RF SP YW BW MWV LR RR SAVE OLD TIRES Y ROWL N	LOCKS Y
REFERENCE NUMBER M4305917	PRINTED ON 09/27/2000 01:00 PM		AUTHORIZATION BY	IN PERSON <input type="checkbox"/>	PHONE NUMBER OF
CUSTOMER COMMENTS O.E. tires from dealer ..traded separation on two ti res ..customer called outtop and talked to Bob pok rchk. (800)6207428 ext 5437 authcal971 allowed 50% TT....		MULTIPLE SERVICE MONTH PARTS: 5.5J3		CONTACTED BY	
		CUSTOMER AUTHORIZATION X		DATE TIME	
		See reverse for Illinois, Iowa and Tennessee state-specific terms.			

QTY	PKT	DESCRIPTION	UNIT PRICE	EXTENSION	TECH.
1	PS 09537067	TIRE SP 20 METRIC ALL-SEASON	\$99.99	\$99.99	
1	LB 19019500	BALANCE, LIFE OF TIRE	\$8.99	\$8.99	
1	PS 09537041	VALVE, RUBBER STEM	\$2.50	\$2.50	
1	LB 19019505	ROAD HAZARD, PLUS ADJMT	\$5.00	\$5.00	
1	PC 189061	LOCAL TIRE DISPOSAL	\$1.50	\$1.50	
1	EP 090281	STATE ENVIRONMENTAL FEE	\$0.25	\$0.25	
1	RT 09537067	MANUFACTURER DEFECT	-\$30.00	-\$30.00	
1	RT 09537067	MANUFACTURER DEFECT	-\$30.00	-\$30.00	

THIS IS NOT A RECEIPT
NO PAYMENT REQUIRED
THIS IS A WORKORDER

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NO PAYMENT REQUIRED
THIS IS A WORKORDER

THIS IS NOT A RECEIPT
NO PAYMENT REQUIRED
THIS IS A WORKORDER


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NO PAYMENT REQUIRED
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ALL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED.


ITEM : WARRANTY INFORMATION / CSA COMMENTS / TECHNICIAN COMMENTS

ITEM COMMENTS:
09537067: DUNE OF SP 20 METRIC ALL-SEASON TREAD FOR EXC. GRIP. 3 CIRCUMFERENTIAL GROOVES FOR WET ROAD CONDITION
S, S-SPEED RATED BLACKWALL UTMS RATINGS: 360/8/8
19019505: ROAD HAZARD PLUS SERVICE AGREEMENT; THIS AGREEMENT PROVIDES ADDED BENEFITS OVER AND ABOVE YOUR TIRE WARRANTY. ASK YOUR SALES ASSOCIATE FOR DETAILS.


WARRANTY:
09537067 : 40,000 Warranty Miles; Tread Depth 10
09537067 : 40,000 Warranty Miles; Tread Depth 10
09537067 : 40,000 Warranty Miles; Tread Depth 10



ALL LUG NUTS ON CUSTOM AND ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.



APPLYING TIRES TO YOUR VEHICLE WITH A LOWER SPEED RATING THAN THE ORIGINAL EQUIPMENT TIRE FOR YOUR VEHICLE IS NOT RECOMMENDED AND MAY CHANGE THE HANDLING AND PERFORMANCE OF THE VEHICLE. YOUR VEHICLE SHOULD NOT BE OPERATED AT SPEEDS IN EXCESS OF THE REPLACEMENT TIRE'S SPEED RATING.




LEADING TIRE MANUFACTURERS RECOMMEND THAT THE TIRES WITH THE BEST TRACTION BE MOUNTED ON THE REAR OF THE VEHICLE, EVEN ON FRONT WHEEL DRIVE VEHICLES, FOR BETTER PERFORMANCE ON WET AND SLICK ROADS.

(Page 1 of 1)

RETURN OLD PARTS TO CUSTOMER

1



Dunlop Tire Corp
Customer Relations
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 spear 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, 2000, 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. Dunlop, due to the fact that I am unemployed, I borrowed 2 tires on September 12, and since September 13, I have been driving around for 2 weeks with a doughnut spear tire on the right rear of my car. Finally, on Wednesday September 27, I went to Sears Auto Center to purchase the 3 tires at 50%, only to find out that Mr Bob Pokrzyk changed his mind, and only allowed me the discount on 2 tires. Dunlop, I am extremely hurt, disappointed and angry that I am now stuck with tire #3 at 100% of my expense. Why did Mr. Pokrzyk changed his mind? On Wednesday September 13, he promised me 50% off 3 tires. Now, he only allowed me the discount on two tires, and I am stuck with a tire that has radial separation at my personal expense. Then too, I am a single unemployed mother. I would feel extremely happy if I was offered 3 new tires at no charge because I strongly believe that I deserve it. Besides, I only received the 50% discount on 2 tires, not 3.

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

Sincerely,

