

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

137

Date Received

19-SEP-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

870937

 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 between front fenders)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GNDU06E0VD135186	GENERAL	AMERI M/S TIRE	1900	

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

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES: TREAD	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 0	Date(s) of Failure(s) 03-AUG-2000 Mileage at Failure(s) 30000 Vehicle Speed at Failure(s) 2	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
--	---	--------------------------------	---------------------------	---------------------------	---

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

PE00-020 CONSUMER STATED THAT WHILE DRIVING ABOUT 60 MPH WHEN THE RIGHT REAR TIRE HAD A TREAD SEPARATION WHERE NEVER WENT FLAT AND CONSUMER KEPT CONTROL OF VEHICLE AT ALL TIME. (CHEVROLET VENTURE 1997 GENERAL AMERI P206/704 185 DOT A3M0DB1446)

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.



U.S. Department
of Transportation
National 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

197

Date Received

OCT 11 PM 12:55

19 SEP 2000

DEFECTS INVESTIGATION

Od_or

rt_dt

od_rt

up_lr

Reference No.

870937

Work Number

Home Number

OWNER INFORMATION (Type or Print)

640244

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

10-1-2000

Date 10/01/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GNDU06E0VD135186		GENERAL	AMERI M/S TIRE	1900	
Purchase Date	Dealer's Name		Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System		Cruise Control	Drive Train
☐ Manual ☒ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☒ 2-Point Belt ☐ Passengerside Airbag		☐ Yes ☒ No	☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type		Body Style			
☐ Car ☐ Sport Utl ☐ Van ☐ Truck ☒ Minivan ☐ Motorcycle ☐ Other		☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other			

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES:TREAD	Location	Failed Part(s)
		☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 03-AUG-2000 Mileage at Failure(s) 30000 35000 Vehicle Speed at Failure(s) 0	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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0		☐ Yes ☒ No

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

PE00-020; WHILE DRIVING ABOUT 60 MPH RIGHT REAR TIRE HAD A TREAD SEPARATION, BUT TIRE NEVER WENT FLAT, AND CONSUMER KEPT CONTROL OF VEHICLE. CHEVROLET, VENTURE, 1997, GENERAL, AMERI P206/704 185, DOT A3M0DB1446. *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 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.

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.*

DOT A3M00B1446

MANUFACTURER/TIRE NAME

Continental General

SIZE

P205/70R15

* 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)

Claim filed with General Tire (Continental) 8-20-2000
and they wrote saying they would not pay for
the thread reparation because that tire has
a plug patch in it. This tire was never run
flat or even low because when it ran the
nail it went directly to the tire shop and when
the repairman pulled out the nail he could not
detect a leak until he brushed some liquid
on this spot. I sent the tire company a receipt
for \$59.46 which they did not pay. Please see
enclosed photo of tire & 4 other enclosures.
Continental General's claim # C-00-1389

★ U.S. G.P.O. 1982-205-897/60396

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

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

GENERAL TIRE (→)

August 30, 2000

Claim No.: C-00-1389

Re: One (1) 20570R15, G4SBLK
Serial # A3M0DB1446

Dear Mr. Rowlett:

We have carefully inspected and evaluated the subject tire. Our inspection revealed the tire experienced a **previous puncture in the tread area**, which is a service-related condition beyond the control of the manufacturer. Based on our evaluation we are unable to pay this claim.

Your tire will be held 30 days from date of this letter. After that time period the tire will be disposed of. If you would like your tire returned to you please call (704) 588-4164 to make arrangements.

Sincerely,

7 Sept 2000

Geri Harkins

Geri Harkins
Service Center Manager
Continental General Tire, Inc.

gerry 2:55 P.M.

Enclosure: Limited Warranty Brochure

Continental General Tire Service Center, 1440-L Westinghouse Blvd., Charlotte, NC 28273 (704) 588-4164 Fax (704) 588-8476

The Motorist's Tire Care and Safety Guide on Auto and Light Truck Tire Care and Safety is available in the United States by writing the Tire Industry Safety Council, P.O. Box 3147, Medina, Ohio 44258.

WAL-MART
ALWAYS LOW PRICES. ALWAYS WAL-MART.

Always

S U P E R C E N T E R

WE SELL FOR LESS

MANAGER MIKE MANN

(918) 756 - 6790

ST# 0121 DP# 00000433 TER 95 TR# 04380

THE ITEMS FOLLOW

ORDER NUMBER 0048670080199

P206/70R16SW 074131708778

ST TIRE FEE 06063880389

TIRE PROTECT 062113112926

VALVE STEM T 007874231026

THE ITEMS COMPLETE

PAID LL 202 00490000369 F

SUBTOTAL

TAX 1 8.500 X

VISA TEND

54.72
0.79 J
55.51
3.96
59.46
59.46

ACCOUNT #1247-02/02

APPROVAL 807663

TRANS ID -0000217003537076

VAL IDATION -COPY

PAYMENT SERVICE - E

CHANGE DUE 0.00

ITEMS SOLD 5



ITEM 1704 4153 9216 8377 021

THANKS FOR HELPING ROISE \$14.5 MILLION

FOR THE MMT MEMORIAL

08/03/00 19:06:29

CUSTOMER COPY

STORE# 0121
1800 SOUTH WOOD DRIVE
OKMULGEE
OK. 74447
(918)756-6790

Service Order:



485700 80199

DATE 08-03-2000			PHONE # (225)275-6936
YEAR 1997	MAKE CHEVROLET	MODEL VENTURE	COLOR White (Pearl)
LICENSE *****	ODOMETER 1	CUSTOMER ARRIVAL TIME 2000-08-03 05:18 PM	SERVICE COMPLETED TIME 2000-08-03 06:58 PM

Service Description	Service
NEW TIRE - Tire Pressure - CHECKED, FLO R35 TIRE PROTECTIO - Valve Stem - Install - COMPLETE - N/C Tire Mount DISPOSAL FEE - Dispose of Old Tire Accepted - COMPLETE	0.00 8.01 0.00
LUG TORQUE Passenger Rear 100 FT-LB	

Merchandise Description	Quantity	Unit Price	Merchandise
P205/70R15BW XTRAC	1	43.96	43.96
VALVE STEM TR-414	1	1.75	1.75

Customer Comments Technician Comments	Total (Excluding Tax) 53.72
	DISCLAIMER I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. WAL-MART IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND WAL-MART'S CONTROL.  08-03-2000 CUSTOMER SIGNATURE DATE

I do agree and fully understand that my motor vehicle had a low oil level when brought to Wal-Mart for an oil change. I have pointed out to me that I willingly requested Wal-Mart to change the oil. I will not hold Wal-Mart responsible for any damage to my motor vehicle by the low oil level.

SIGNED

DATE

SERV WRTR/GREETER: KATHAN 1621
TIRE TECHNICIAN: JOHNNY 1621

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.



PROPERTY DAMAGE REPORT

CLAIM NO.		C-00-1389		
REPORT DATE		20 Aug 2000		
CITY & STATE				
DRIVER'S NAME		same		
ADDRESS		same		
CITY & STATE				
INSURANCE CO		Allstate		
ADDRESS		no claim filed		
AGENT & POLICY NO.				
ACCIDENT DATA				
DESCRIPTION OF ACCIDENT:		NO ACCIDENT INVOLVED, Little sheet metal damage in wheel well		
DATE & TIME		3 Aug 2000 2pm		
ANY INJURIES?		NO		
VEHICLE DATA				
VEHICLE MAKE	YEAR & MODEL	MILEAGE		
Chevrolet	1997 Venture	41928		
VEHICLE VIN #	APPROX. COST OF DAMAGE			
1GNPU06E0VD135186	\$5946 Tire Replacement			
TIRE DATA				
MFG. BRAND	SIZE	TYPE	PLY	SERIAL NO.
General	P205/70R15	AMER E4S	3	DK62185P890131590
WHO RETAINS POSSESSION OF TIRE-ADDRESS				
Returned to Continental General by UPS NC282 0-21				
TIRE POSITION				
LEFT FRONT	RIGHT FRONT	LEFT REAR	RIGHT REAR	
CUSTOMER SIGNATURE				
20 Aug 2000				

DEAR CUSTOMER:

ALONG WITH THIS PROPERTY DAMAGE REPORT, PLEASE RETURN PROOF OF DEDUCTIBLE (IF INSURANCE COMPANY IS HANDLING) OR TWO REPAIR ESTIMATES AND THE RECEIPT FOR A REPLACEMENT TIRE TO THE ADDRESS BELOW. ALL REIMBURSEMENTS ARE PENDING OUR APPROVAL UPON COMPLETION OF THE FAILED TIRE INSPECTION.

IF YOU REQUIRE A RENTAL CAR FOR TRANSPORTATION, CONTINENTAL GENERAL TIRE WILL REIMBURSE COST, UPON CLAIM APPROVAL, UP TO A MID-SIZE CAR DURING THE DURATION OF VEHICLE REPAIR TIME OR UP TO A MAXIMUM OF TEN DAYS, WHICHEVER OCCURS FIRST. YOU MUST NOTIFY IN ADVANCE IF THE TEN DAY LIMIT WILL BE EXCEEDED FOR ANY EXTENSION CONSIDERATION. YOU WILL NEED TO MAIL THE ORIGINAL COPY OF YOUR RECEIPT TO THE ADDRESS SHOWN BELOW.

PLEASE BE ADVISED THAT YOUR TIRE WILL BE HANDLED ACCORDING TO THE CONTINENTAL GENERAL TIRE LIMITED WARRANTY AND ADJUSTMENT POLICY ENCLOSED.

CONTINENTAL GENERAL TIRE SERVICE CENTER PHONE: (704) 588-4164
1440-L WESTINGHOUSE BLVD. FAX: (704) 588-8478
CHARLOTTE, NC 28273

NOTE: PLEASE TAPE OVER SHIPPING LABEL TO ENSURE IT DOES NOT COME OFF YOUR PACKAGE.

Aug 2000 Plut

POT A3MODB 1446

P205/TORIS 870937

Philip Hilburn

(225) 275-6936

