

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 156

Date Received

20-SEP-2000

Oid_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

871056

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 drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
PLEASE FILL IN	GENERAL	GENERAL	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 checked="" type="checkbox"/> New <input 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 02700000	Par. Name(s) TIRES	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) 20-SEP-2000 Mileage at Failure(s) 29 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)

ORIGINAL TIRES ON 1995, NISSAN PICK UP TRUCK, THE TIRE SIZE P23575R15, ALL FOUR TIRES ABOUT AN INCH FROM THE TIRE RIM THERE IS A LONG CRACK WHICH GOES AROUND THE TIRE WITH FEW INTERUPPTIONS, MAY CAUSE THE TIRE TO BLOWOUT. PLEASE PROVIDE FURTHER INFORMATION. *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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Date Received

20-SEP-2008

OFFICE INVESTIGATION

Od_or
rt_dt
od_rt
up_ltr

Reference No.

871056

Work Number

Home Number

OWNER INFORMATION (Type or Print)

DEFECTS

555341

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's side) Vehicle Make Vehicle Model Vehicle Year Current Odometer Reading

PLEASE FILL IN

GENERAL

GENERAL

1900

Purchase Date

Dealer's Name _____

Engine Size (CID/CC/L)

- Turbo
- Diesel
- Gas
- Fuel Injection

New Used

City _____ State _____ Zip Code _____

No Cylinders 4

Transmission Type <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Sport Ut <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <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
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02700000	Part Name(s) TIRES - GENERAL	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
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No of Failures	Date(s) of Failure(s) 20-SEP-2008 Mileage at Failure(s) 29,000 Vehicle Speed at Failure(s)	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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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 0	Number of Fatalities 0	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)

ORIGINAL TIRES ON 1998, NISSAN PICK UP TRUCK, THE TIRE SIZE P23575R15, ALL FOUR TIRES ABOUT AN INCH FROM THE TIRE RIM THERE IS A LONG CRACK WHICH GOES AROUND THE TIRE WITH FEW INTERUPTIONS, MAY CAUSE THE TIRE TO BLOWOUT. PLEASE PROVIDE FURTHER INFORMATION.*AK

CONTINUE ON BACK IF NEEDED

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MEMO FOR RECORD

Sep 20, 2000

On September 20, 2000, I took my 1995 Nissan 4x4 Stretch-cab Pickup truck with 29400miles, into the Post Exchange Service Station, Fort Belvoir, Virginia to have the front wheels realigned due to unusual wear on the inside of my front tires. The tire/alignment technician and the General Manager went with me to my vehicle and pointed to what appeared to be smooth even cuts or rubber separation around all four of the tires approximately 1/2 to an inch above the rim on what appeared to be a seam or raised surface. They said they had never seen this exact same pattern on all four tires that came as standard equipment on a vehicle. They also said that the tires presented a strong possibility of deficiency of workmanship or material which could culminate in future catastrophic failure and suggested that I contact the dealer/tire manufacturer and take steps to look into possible replacement. The tires were General Grabber A.P. P235/75R15.

On the same day, I went to Brown's Nissan, Fairfax, VA where I had originally purchased the vehicle in 1995 and spoke to Mr. Tom O'Connell, service technician and he advised me that if I had checked my owners manual I would have seen that the dealer was not responsible for the tires on the vehicle. He went on to say that I should file a complaint with the tire manufacture. He looked at my tires and advised that they were "dry Rotted" but did not feel they were dangerous, and he had seen similar tires go a lot farther without any problems occurring.

Since there was a major question of personal safety, I went to two tire dealers in the area who did not sell General Tires, for a second opinion and asked them to look at the tires. Both dealers said that with a little over 29000 miles, the uniform cuts on all four tires were highly unusual and did not appear to be "dry rot", but would not speculate on whether or not they were defective in any way. They both however advised that, for my own safety, I should consider replacing all four tires as soon as possible.

Later that day, out of total frustration, I called the US Department of Transportation, NHTSA and filed a formal complaint. They advised me to file a complaint with General Tire. I called General Tire at 1-800-847-3349, obtained from NHTSA, and a person answered the phone explaining to me that they were exceptionally busy and could not talk to me on this day. After I gave her a general idea of my complaint, she took my name and telephone number and said that a representative would return my call in the afternoon of September 21, 2000.

As of September 23, 2000, I have not yet received a return call from General Tire.

At approximately 1300 hours, September 28, 2000, I received a telephone call from a customer representative, General Tire Company advising me that they had received my email outlining my complaint. The representative advised me that they could take no action until the tires were physically inspected by a General Tire dealer. After ascertaining my location, the representative advised me to take my vehicle to the Weber Tire Company, Main Street, Fairfax, Va for a professional evaluation of the tires and to call her back from the tire company at 1-800-847-3349. She provided me with reference number 91546 for future transactions.

At approximately 1430 hours, Sept 28, 2000, I took my vehicle to Weber Tire as instructed and met Randy Randlett. Mr. Randlett inspected my tires and he called the above toll free number and advised them that he noticed the same cuts on the wall of my tires which he called "dry rot" that I had reported to them. He handed the phone to me saying that they wanted to talk to me. The lady on the phone began to talk about the warranty and length of time I had the tires on my vehicle and after a long conversation, the representative told me that the best she could do was to offer me a discount on new tires at \$30.00 a tire. She said that if I accepted their adjustment, I would be responsible for paying for the mounting and balancing. I told Mr. Randlett what she had said and handed him the phone. After a brief conversation he told me that the final cost to me per tire was \$48.50 plus \$25.00 per tire for processing and handling. I got on the phone and told the representative that the offer which included me paying for the processing of their paper work totaled \$73.50 which I would not accept. After a brief discussion, the representative advised me that General Tire would reimburse me the \$25.00 per tire handling fee. She further advised me to fax my final bill showing the handling/processing fee to 1-800-847-3329 and General Tire would sent me a check in the amount of \$100.00. I told her that I would accept her revised offer and told Mr. Randlett that he could order the new tires.

On October 16, 2000, pursuant to the above discussion with General Tire Company Customer Service Representative and Weber Tire Company, all 4 General Tires on my 1995 Nissan pickup truck were replaced. The total bill as promised was \$301.00 which included \$100.00 for Warranty Handling and processing fees that General Tire agreed to reimburse me for.

