

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 241

Date Received

19-OCT-2000

 Ocl_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

873421

 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	YOKOHAMA	YOKOHAMA	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 <input 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"/> Motorbell <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	Sport Ult Truck Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Par. 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) 27-JUN-2000 Mileage at Failure(s) 12000 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
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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	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)

REPORTING TWO SEPARATE BLOWOUT ON A 1999 GMC, 2500; ORIGINAL EQUIPMENT, LT215/85R16, DOT# FBBAPAB078. 1ST OCCUR AT 55 MPH WITH INNER LEFT REAR TIRE AND THE 2ND OCCUR AT 55 MPH WITH OUTER RIGHT REAR TIRE; WITH DRIVER AND ONE PASSENGER, NO INJURY, BUT VEHICLE OBTAINS \$ 125.00 IN REAR END DAMAGES. YOKOHAMA WAS NOT NOTIFIED AT THIS TIME AND BOTH TIRE ARE AVAILABLE FOR ANALYSIS. FEEL FREE TO PROVIDE ANY FURTHER DETAIL:

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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Vehicle Owner's Questionnaire (VOQ)
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FOR AGENCY USE ONLY 241

Date Received: 10/27/00
 19 OCT 2000
 DEFECTS INVESTIGATION

Od or rt dt _____
 od rt _____
 up lr _____

Reference No. **873421**

Work Number _____
 Home Number _____

OWNER INFORMATION (Type or Print)

648301

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
 In the absence of an _____ name and address to the vehicle manufacturer.

YES NO

Signature of Owner _____ Date 10/30/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (located at bottom of windshield on driver's side) PLEASE FILL IN	Vehicle Make YOKOHAMA	Vehicle Model YOKOHAMA	Vehicle Year 1900	Current Odometer Reading 16,179.00		
Purchase Date	Dealer's Name <u>GMC Trucks of Ocala</u>		Engine Size (CID/CC/L) <u>4,75 L</u>	<input checked="" type="checkbox"/> Turbo <input checked="" type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City <u>Ocala</u> State <u>FL</u> Zip Code <u>34474</u>	No Cylinders <u>4</u>				
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"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Util <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 <u>TRUCK</u>

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 checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) <u>27-JUN-2000</u> <u>7/18/00</u>	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
	Mileage at Failure(s) <u>40000-50000</u> <u>60000</u>		
	Vehicle Speed at Failure(s) <u>55 mph</u> <u>65 mph</u>		

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	Fatality <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Injuries	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)

TWO SEPARATE BLOWOUTS ON A 1999 GMC, 2500; ORIGINAL EQUIPMENT, LT215/85R16, DOT# ~~EBBAP13078~~ 1ST OCCURRED AT 55 MPH WITH INNER LEFT REAR TIRE, AND 2ND OCCURRED AT 65 MPH WITH OUTER RIGHT REAR TIRE; WITH DRIVER AND ONE PASSENGER, NO INJURY. BUT VEHICLE SUSTAINED \$ 125.00 IN REAR END DAMAGES. YOKOHAMA WAS NOT NOTIFIED AT THIS TIME, AND BOTH TIRES ARE AVAILABLE FOR ANALYSIS. FEEL FREE TO PROVIDE ANY FURTHER DETAILS. *AK

Dot# PLB078-802 L Both Tires

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	P	L	B	0	7	8	-	B	0	2	L	MANUFACTURER/TIRE NAME YOKOHAMA LT Radial TY 213A	SIZE 2.15/85R16
---	---	---	---	---	---	---	---	---	---	---	---	---	---	--	--------------------

* 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)

After these two tires blew I had 2 more come apart inside
 Yokohama. Replace all 4 remaining tires on truck but insist
 the 2 tires in my possession are a different matter and
 wanted me to ship tires to California for their engineers
 to determine fault. I think they have a bad batch of tires
 out there. These 2 that exploded gave no warning no
 bumping no shaking and looking at tires cannot find punctures.

☆ U.S. G.P.O.: 1982-823-887/80086

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





U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

As a result of your recent inquiry to the National Highway Traffic Safety Administration's Auto Safety Hotline, we developed the enclosed Vehicle Owner's Questionnaire. Please review the form and supply any additional information you have that you believe is relevant to your safety problem(s). You may also include copies of repair bills, letters to manufacturers, or any other documents related to the problem(s).

Please complete the questionnaire, fold, staple, or tape it so that the pre-addressed portion is on the outside.

We will share this information with the appropriate manufacturer may help resolve your problem(s). It is helpful to be thorough in your report so that our ability to use your information will be maximized. It is not necessary to complete all boxes if you are not sure of the information. It is very difficult to pursue complaints unless the Vehicle Identification Number (VIN) is known, and when reporting a tire problem, the DOT Identification is needed. The VIN is located inside the vehicle adjacent to the left of the windshield pillar (driver's side). The tire identification number contains 7 to 11 characters and is preceded by the letters "DOT" on the tire between the maximum width section and the bead, usually near the rim flange on the opposite side of the whitewall or on either side of a blackwall tire.

Any information you provide on this questionnaire is ENTIRELY VOLUNTARY. There is NO CONSEQUENCE or PENALTY of any kind if you DO NOT wish to provide it. We seek this information so that this agency can help you and other owners with similar problems and to allow us to combine this information with similar owner reports to develop both statistical and investigatory evidence which will help identify potential safety-related problems in motor vehicles or items of motor vehicle equipment.

Sincerely,

Information Management Branch
Auto Safety Hotline

2 Enclosures:
Self-addressed Questionnaire
Auto Safety Hotline Pamphlet



AUTO SAFETY HOTLINE
(800) 424-9393
Wash. D.C. Area 366-0123

①

on 6/27/00 driving about 55-60 mi/h an hour with 5,000 miles on my truck I had a blow out on the driver side outer dual wheel NO warning from tire no wobble no thumping just an explosion just as I was pulling off road My wife called and I explained what had happened and to call Yokohama and see what they wanted us to do she called back and told me that they wanted me to drive to nearest service center that handled Yokohama tires so I drove to Ocala which was probably 20 miles from where I was at. I was in Williston and as GMC doesn't offer spare tires + jacks I had to leave tire on truck, and a piece of tire hit mud flap bracket and bent it up against bottom of bed on box on back of truck. When I got to Tire Kingdom on S.R. 200 one of the clerks I had of Yokohama dealers they did not handle Yokohama truck tires and would not determine cause as it was to close to 5 o'clock so I had to purchase a Firestone R4S LT 215/85R16 so I could get back to work, ~~worked~~ worked 3 more days and went on vacation till July 16th on the 18th of July had another blow out this time on the passenger side outer dual again no warning I have had 2- of these same type trucks and have had numerous blow outs and have always

(2)

Had some prelude to a Blow out + thumping
shaking vibration. I thought it was strange
this time I called a wrecker service to change
my tire as to save this one as close to
the blow condition as possible as when I talked
to yokohama again they requested I drive to
West palm beach to replace tire I was about
1 mile north of yeehaws Junction going north
on the FLA. Turnpike. I suspect they wanted
me to damage the tire further as to maybe
conceal or cloud cause. These 2- Blow out ~~may~~
made me extremely cautious of what I was
riding on for tires and sure enough on 8/21
my drivers side tire started to come apart but
I caught it before it blew I had bought a spare
and I put it on and when I got back into
Ocala on 8/24 I had blow tire ~~time~~ look at
and replace tire for 137.56 blow tire was the
tire dealer GMC of ocala suggested we go through
8/21 as the met with my wife and yokohama
representative Mark was at GMC to try and determine
cause I had to work out of town Tim Flynn
was the representative from Boulevard tire and
according to him he said it looks as though it
may have been band breakage from hitting something
hard, I never hit anything hard enough to break
the bands in the tires

9/5 I was looking at my tires Jacked up the passenger front and spun the tire I noticed while watching the tread that it would track left then right. So I installed my spare and the the next day drove to blue tire to let Tim Flynn look at it he put it on the balance machine and could not get it to run true. determining it was a faulty tire and called Ann Start Administrator of product liability for Yokohama. in California she authorized replacement of remaining Yokohama tires and reimbursement of 1- already replaced if we would let them have the 2- that came apart. not the 2- that blew. well me being afraid of more blowouts and more lost time I said O.K. well blue tire trust Yokohama as much as I did they wouldnt do it without the O.K. of one of the Big Wigs at Blue tire Steve Stevens - operation manager of Blue tire 3 days they couldnt get with him on the tires so I figured to get it over with I would pay for the tires with the O.K. from Ann Start and get rolling I have her auth witnesses I was pretty sure they wanted those tires her check was about 5 days late.

6/27 1st tire exploded

7/18 2nd tire exploded

8/21 Meeting with Yokokawa

8/21 Driver side coming apart

8/24 Blud tire replaced tire called Ann Stott wanted tire

9/5 notice passage FRT tire faulty

9/6 Blud tire Inspected tire faulty. Ann Stott gives O.K.

to replace remaining tires if she gets them shipped to her

9/8 after calling Ann Stott + Mark Hays about Blud tire

Apprehension about replacing the tires with these

Authorization I decided to pay and get check from

Ann.

FOR NATIONWIDE CUSTOMER ASSISTANCE
call: **1-800-722-9888**
CUSTOMER RELATIONS REPRESENTATIVE



YOKOHAMA TIRE CORPORATION

CORPORATE HEADQUARTERS

601 South Azusa Avenue
Fullerton, California 92631
(714) 878-9800 (800) 423-4544

WESTERN DIVISION OFFICE

801 South Azusa Avenue
Fullerton, California 92631
(714) 878-9800 (800) 423-4544

CENTRAL DIVISION OFFICE

3455 West Whitlock Road
Houston, Texas 77041
(713) 990-1999 (800) 231-9937

GREAT LAKES DIVISION OFFICE

5101 Cerna Run Road
Lauderhill, Kentucky 40258
(602) 933-9800 (800) 388-8882

NORTHEASTERN DIVISION OFFICE

510 Central Square Road
Bridgeport, New Jersey 08074
(800) 487-6343 (800) 624-0987

SOUTHEASTERN DIVISION OFFICE

1830 Independence Square, S.W., B
Atlanta, Georgia 30338
(404) 365-1592 (800) 241-7051



1-800-663-9464

(Western Canada)

1-800-387-4924

(Eastern Canada)

YOKOHAMA TIRE (CANADA) INC.

CORPORATE HEADQUARTERS

4370 Dominion Street
Burnaby, B.C. V5G 4L7
(604) 430-8774

THE YOKOHAMA RUBBER CO., LTD.

36-11, Shibuhashi 5-chome
Minato-ku, Tokyo 106, Japan

Bob's Tire

*Tina
of
Henderson*

854-6366

*444.47
137.56
582.03
credit #
810:00
59262*



Printed in Japan

**LIMITED
WARRANTY**

**OF
ORIGINAL
EQUIPMENT
TIRES**


YOKOHAMA

**FOR
LIGHT TRUCK AND
TRUCK/BUS TIRES**

YOKOHAMA LIMITED WARRANTY

LIGHT TRUCK AND TRUCK/BUS TIRES

This Limited Warranty (WARRANTY) is a promise of replacement under certain specified conditions. This policy applies to original equipment tires used in normal highway service displaying wearable conditions, and does not require the existence of a manufacturing defect to qualify for an adjustment. This is not a warranty that your tire will not wear out, fail or become unserviceable if neglected or mistreated.

1. WARRANTY ELIGIBILITY

This warranty applies to every YOKOHAMA light truck and truck/bus tire bearing the YOKOHAMA brand name and complete DOT serial identification number. Eligible tires must be used on the vehicle on which they were originally equipped, in conformance with the vehicle manufacturer's recommendations.

2. WHAT IS WARRANTED

Tires that have become unserviceable for reasons other than the following will be replaced in accordance with the warranty:

- Road hazard injuries or damages, caused to the tire by objects and debris on the highway such as cuts, punctures (whether repairable or not), snags, bruises, tears or impact breaks.
- Improper repairs or repairs that have failed.
- Under or over-inflation, or other abuses.
- Incorrect mounting of the tire, or tire/wheel imbalance.
- Mechanical irregularities in the vehicle such as wheel misalignment, worn or faulty parts.
- Accident, corrosion, vandalism, fire or damage caused by nature.
- Tires used on vehicles in racing or special applications.
- Tires worn out (2/32 inch (1.6mm) or less of tread remaining).
- Light truck tires that have been retreaded.
- Tires transferred from the vehicle on which they were originally equipped.
- Tires that have been filled with foam or another substance in an attempt to replace air for inflation.
- Tires that have had material added after leaving a YOKOHAMA manufacturing plant, such as fillers, sealants or balancing substances. If the added materials are the cause of failure, a tire will not be accepted for warranty credit.
- Weather checking/cracking or failures resulting from these types

of conditions on tires equipped on a vehicle purchased more than 4 years prior to warranty claim. (If proof of purchase is not required, the tire's serial number is used.)

* Tires on vehicles registered or operated outside the United States and Canada.

If a warrantable condition is found, tires will be replaced as follows:

A) Light Truck Tires

When a tire becomes unserviceable from a condition considered warrantable during the first 25% of original usable tread depth or 12 months from date of vehicle purchase, whichever is to the customer's benefit, it will be replaced with a comparable new YOKOHAMA tire free of charge. During this period, tires will be mounted and balanced without charge. Other service charges such as tire rotation, alignment or applicable taxes are payable by the customer.

When a tire has worn past the above specified period for free replacement, the customer must pay for the cost of a new comparable YOKOHAMA light truck tire on a pro-rated basis. The dealer shall determine the cost by multiplying the percentage of usable tread worn by the current retail selling price of that tire at the time of warranty replacement. The costs of mounting, balancing and any other service charges or applicable taxes are payable by the customer.

The tire is covered by this warranty for the life of the original usable tread (the original tread depth down to the level of tread wear indicators molded at 2/32 inch or 1.6 mm) or for 48 months from the date of vehicle purchase, whichever comes first.

B) Truck/Bus Tires

A YOKOHAMA truck/bus tire will be replaced with a comparable new YOKOHAMA tire on a pro-rated basis. If it becomes unserviceable from a condition considered warrantable during the original usable tread down to the tread wear indicators molded at 2/32" or 1.6mm. The tread is worn out when these indicators are at the same level as the worn tire. The customer will receive credit toward the purchase of the new tire by multiplying the percentage of tread depth remaining by the dealer's current selling price of a new comparable YOKOHAMA truck/bus tire at the time of replacement warranty service. The customer pays full Federal Excise Tax applicable to the new comparable YOKOHAMA tire plus all mounting, balancing and other service charges.

3. LIMITATIONS AND EXCLUSIONS

All implied warranties, including any warranty of merchantability or fitness for a particular purpose, are expressly limited to the duration of the written warranty.

All obligations or liabilities for loss of time, inconvenience, loss of vehicle use or any other incidental or consequential damages are hereby excluded. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages so the above limitations or exclusions may not apply.

4. YOKOHAMA'S OBLIGATIONS

Representations qualifying under the warranty will be made by an authorized YOKOHAMA retail tire dealer. Listings for participating dealers may be found in the yellow pages of your telephone book.

5. CUSTOMER'S OBLIGATIONS

The customer must present the claim file, together with the vehicle on which it was used, to an authorized YOKOHAMA retail tire dealer. Tires replaced on a warranty basis become the property of YOKOHAMA TIRE CORPORATION.

The customer is required to pay the adjusted price of the new tire (dealer's current retail selling price at the time of adjustment less credit allowances) and taxes. The customer is responsible for any payments arising out of dealer services such as mounting, balancing, tire rotation and alignment, UNLESS SPECIFICALLY INCLUDED IN THE APPLICABLE WARRANTY.

To obtain the free replacement warranty on light truck tires, the customer must present proof of vehicle purchase date either by the new vehicle invoice or license registration.

6. LEGAL RIGHTS

This warranty gives you specific legal rights. You may also have other rights which may vary from state to state.

WARNING

- 1) THERE IS DANGER IN HOT TIRE REPAIRS.
- 2) NEVER START, LEAN OR RECLINE ON THE TIRE.
- 3) NEVER STAMP, LEAN OR RECLINE ON THE TIRE.
- 4) NEVER STAMP, LEAN OR RECLINE ON THE TIRE.
- 5) NEVER STAMP, LEAN OR RECLINE ON THE TIRE.
- 6) NEVER STAMP, LEAN OR RECLINE ON THE TIRE.
- 7) NEVER STAMP, LEAN OR RECLINE ON THE TIRE.
- 8) NEVER STAMP, LEAN OR RECLINE ON THE TIRE.
- 9) NEVER STAMP, LEAN OR RECLINE ON THE TIRE.
- 10) NEVER STAMP, LEAN OR RECLINE ON THE TIRE.



YOKOHAMA TIRE CORPORATION
CORPORATE OFFICE
P.O. BOX 4550
FULLERTON, CA 92834-4550
PHONE: (714) 870-3800 (800) 423-4544

August 21, 2000

PD00-273



We are at all times interested in making certain our obligations under the Yokohama Standard Limited Warranty are met. In order for us to meet these obligations, it will be necessary for your tire to be inspected by Technical Services here in Fullerton, CA.

For shipment of the tire you may use the enclosed RPS Package Return Program tag, please review the back for shipping instruction and call the "toll Free" 888 number for the tire pickup. Keep the RPS phone number and shipping number in the event you want delivery information.

Additionally, we will need a description of the incident and the circumstances leading up to it, two estimates for repair to your vehicle, 2-3 pictures of the damaged vehicle, a copy of the vehicle registration card and a copy of the police report, if one was written. We will also need the photocopy of the receipt for your new replacement tire. Please complete and return the enclosed Information Request Sheet.

Once your tire arrives, we will perform the necessary analysis to determine the reason for failure and whether or not it is within the terms of the Yokohama Standard Limited Warranty. After our examination is complete, we will notify you in writing of our findings. **Please understand that it normally takes 4 – 6 weeks before you are advised the results of our product analysis, and that we are unable to provide you any information before this analysis is completed.** If your tire is found to be warrantable, we will then forward your claim to our insurance carrier for process and payment.

If our inspection results indicate your claim is denied warranty coverage, we will hold your tire for thirty days from the date of such notification. After that date, your tire will be disposed of. Should you wish to have your tire returned via United Parcel Service (UPS) ground service, freight collect (C.O.D.), please notify us in writing or contact our office before the conclusion of this investigation.

We will keep this matter open for 30 days from the date of this letter. If we have not received the used tire at that time, we will consider the matter closed.

If you have any questions please contact me at 1(800) 423-4544, extension 3876 or you may fax information to (714) 870-3927. You may also email me at the follow address: ann.stott@yokohamatire.com.

Sincerely,

Ann Stott
Administrator, Product Liability
YOKOHAMA TIRE CORPORATION

Enclosures

Sept 18th 2000

Ann Stott

Administrator, Product Liability

Yokohama Tire Corporation

Dear Ann:

In regards to the two remaining defective tires
We will not release the tires until we receive
reimbursement on the 2 replacement tires and
estimate for truck repair.

This is our reply to your 30 day time limit.
Receipts and estimate will be faxed + mailed.

Sincerely,





1ST FIVE TIRE KINGDOM, INC.

HAVE NOT PAID

*** I N V O I C E ***

1999 GMC TRUCKS C/K Crew (FL
 License: D5BIEG FL
 Mileage: 5757
 Lug Torque 140
 Tire Infl F/R 65 80

Store # 133
 POS SALES TK133
 CALA I STORE
 750 S.W. COLLEGE RD.
 #52 237-7900 Cert# MV-09581
 1978735
 Customer

Invoice# 58280168 - RI
 Order Num 20992343 - WI
 Page - 1
 Opening Salesperson 01665211
 Date/Time In..... 06/27/00 16:17:03
 Date/Time Out..... 06/27/00 16:44:40
 Ship To:

Home# [Redacted]
 Addl Repairs may be authorized by

Item Number	Item Description	Qty	Price	Extended Amount
981860	FIRESTONE R4S LT215/85R16E	1	96.9500	96.95
Florida New Tire Fee	Florida New Tire Fee		1.0000	1.00
JTM	TIRE MOUNTING STEEL	2	3.9500	7.90
	OTHER			
DISCOVER	Discover Card			112.20

Robert 7-6-00
Shawn 1-800-222-9888
 CR 0215

*LEARN BY
Tom R. K.*

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

- I REQUEST A WRITTEN ESTIMATE.
- I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED *[Signature]* DATE *6/27/00*

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK, PER THE TERMS AND CONDITIONS ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. TIRE KINGDOM USES BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.

I DO _____ DO NOT _____ WANT MY OLD PARTS RETURNED

PROPOSED METHOD OF PAYMENT: CASH _____ CHECK _____ CREDIT CARD _____

I WILL _____ WILL NOT _____ BE WAITING FOR MY VEHICLE

Total Charges..	104.85
Total Credits..	.00
Sub-Total.....	104.85
New Tire Fees..	1.00
All Taxes.....	6.33
Payments.....	112.20

Net Amount..... 0.00

PLEASE PAY ABOVE AMOUNT.

THANK YOU! Closed by: 0169

CUSTOMER COPY

