



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
TO REPORT VEHICLE SAFETY DEFECTS
1-888-DASH-2-DOT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

RECEIVED

JAN 14 PM 2 11

OFFICE

DEFECTS INVESTIGATION

Old or
r_Let
od_r
up_ftr

Reference No.

10003739

OWNER INFORMATION (Type or Print)

Name _____
Street _____ Apt. No. _____
City Fredericksburg State Va Zip Code _____

Daytime Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature, your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 12/17/02

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side)
JTEHF21A510036932 Make Toyota Model Highlander Limited Year 2001
Purchased Date 5 Sep 01 Dealer's Name Rosner Toyota Engine Size (CID/CC/L) _____
☒ New ☐ Used Dealer's City Fredericksburg State Va Zip Code 22404 No. Cylinders 6
Manufacture Date (on driver's door or pillar) 07/01 Transmission Type ☐ Manual ☒ Automatic
Restraint System ☒ Driver's Side Air Bag ☐ Motorcyclist ☒ Passenger's Side Air Bag ☐ 2-Point Belt ☐ 3-Point Belt
Cruise Control ☒ Yes ☐ No Drivetrain ☐ Front ☐ Rear ☒ 4-Wheel
Vehicle Type ☐ Car ☒ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
Body Style ☐ 2-Door ☒ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) Brookstone Tire Location ☒ Left ☐ Right ☐ Front ☐ Rear
Failed Part(s) ☒ Original ☐ Replacement Handicap Adaptive Equip ☐ Yes ☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand Bridgestone Tire Name DUELER H/T Complete Tire Size P235/70 R16 101 S
No. of Failures 1 Date(s) of Failure(s) 6-02 to 2 Failed Part(s) Available? ☒ Yes ☐ No
Mileage at Failure(s) 10,000 NHTSA Previously Contacted? ☐ Yes ☒ No
Vehicle Speed at Failure(s): 65 mph

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured 0 Number of Fatalities 0 Reported to Manufacturer ☒ Yes ☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

On 6/02, traveling home on I64 just S of Richmond, Va at 65mph, R front tire blew out. Remaining control, got stopped on shoulder edged in base of tree. Tire had 2 holes: one about 3" and one, 1". (See photos) Two right side light metal wheels badly abraded. Vehicle was stopped 1 ft. short of low rail guardrail deep ravine. Could have been far more disastrous! Va. Hwy Patrol officers and AAA saw the tire and wheel damages. Bridgestone requires that I ship the tire to Nashville, TN at my expense for examination, which I have not done. I have changed the remaining 4 Bridgestone tires at my expense to feel safe.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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. Vehicle + Tire had just under 10K miles.

Mail postage free or fax to 202-366-7882

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Tires and vehicle had just under 10K miles.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 78173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S
QUESTIONNAIRE
(V00Q)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**