



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

2004 FEB 19 PM 12:01

FOR AGENCY USE ONLY

Date Received

Od_or _____
rt_dt _____
od_rt _____
up_lr _____

Reference No.

10059394

OWNER INFORMATION (Type or Print)

Name		
Street		Apt. No.
City BURBANK	State CA	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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1/1

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) 3GK GK 26R 1 X		Make GMC	Model SUBURBAN 2500	Year 1999
Purchased Date JAN 2002	Dealer's Name		Engine Size (CID/CYL) 205	<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	Dealer's City	State CA	Zip Code	No. Cylinders 8
Manufacture Date (on driver's door or pillar)	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbelt <input type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
		Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) TIRE	Location <input checked="" type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input type="checkbox"/> No
----------------------	--	--	--

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand FIRESTONE	Tire Name		
Complete Tire Size LT 265/75 R16	DOT No. V611 BTA 29557 NOM 308 498		
No. of Failures 1/1	Date(s) of Failure(s) 10/11-2003	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 140,000 ±		
	Vehicle Speed at Failure(s) 60		

APPLICABLE INCIDENT INFORMATION

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

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer <input type="checkbox"/> Yes <input type="checkbox"/> No
--	--	---------------------------	----------------------	--

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). I HAD NEW FIRESTONE TIRES WITH ABOUT 12,000-15,000 MILES ON THEM. I WAS TRAVELING ON A SMOOTH NEARLY CONSTRUCTED FREEWAY IN BURBANK, CA AREA, WHEN THE LEFT FRONT TIRE FELL APART. IT PEELED THE RUBBER OFF OF THE MIDDLE OF THE TIRE AND BY THE TIME I REACHED THE RIGHT PARKING LANE - THE LOOSE RUBBER WITH WIRE IN IT HAD BEAT MY FRONT LEFT FENDER, BUMPER, UNDERCARRIAGE AND MISR. SO THAT I HAVE BIDS TO REPAIR OF \$2100. AND \$2700. THE TIRE STILL HAD AIR IN IT AND WAS NOT PUNCTURED. I AM INCLUDING PHOTOS IN DECEMBER, 2003, I HAD A 2ND. FIRESTONE TIRE FALL APART ON A L.A. FREEWAY - I WILL ENCLOSE DETAILS AND PHOTOS.

Continue on back

(CAR HAD ABOUT 130,000 MILES ON IT) I HAD BOUGHT THE TIRES FROM CASH WHEEL ALIGNMENT.

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 administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

#2 FAILED TIRE

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

ON THE SAME VEHICLE

I had a 2WD. Firestone Fire fall apart on December 11, 2003. There a LT 265/75 R16 and was mounted on the left rear wheel - I was traveling from Chard, Ca to Burbank about 8:00am on the Ventura freeway about 68 mph when it disintegrated. It was one of the tires I had bought from Cash Automotive about 3 or 4 months earlier and had 12,000-15,000 miles on it - Cash is 606 W. Broadway Alaska, Ca. 91204 (818)254-1046 (JEFF MCGINN), THE best I could get was DOT VHW... 184 3202. Both of the failed tires are at Cash Automotive. I had no damage to my vehicle (99 subaru) but much stress changing it on the freeway. Enclosed are pictures.

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73179 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

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



VEHICLE OWNER'S QUESTIONNAIRE (VOQ)

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



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

www.nhtsa.dot.gov/hotline

PRELIMINARY ESTIMATE

1999 GMC K2500 4X4 SUBURBAN 8-5.7L-FI 4D UTV Int:

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED: MOTOR ABBREVIATIONS/SYMBOLS: D=DISCONTINUED PART A=APPROXIMATE PRICE LABOR TYPES: B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS PATHWAYS: ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NAGS=NATIONAL AUTO GLASS SPECIFICATIONS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO-LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART COMP REPL PARTS=COMPETITIVE REPLACEMENT PARTS RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL-SUBLET LT=LEFT W/O-WITHOUT W/_WITH/_ SYMBOLS: #-MANUAL LINE ENTRY *-OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED] **=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE. MQVP=MANUFACTURER'S QUALIFICATION AND VALIDATION PROGRAM.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1GA92 Database Date 10/2003 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.

Pathways - A product of CCC Information Services Inc.

#1 TIRE

DOT V6H BTA 28557 NOM
308 4.98

#2 TIRE

DOT VNW... 1XY 3202

BOUGHT THE
FIRESTONE
TIRES FROM

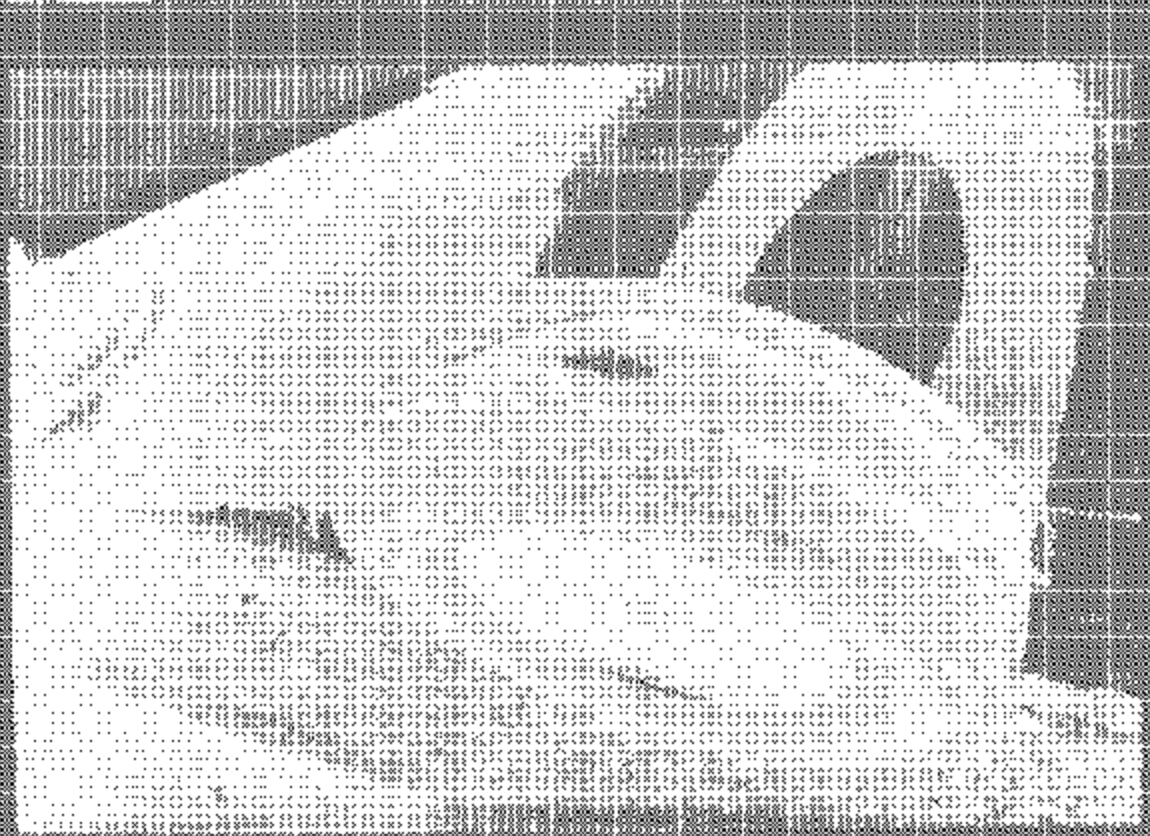
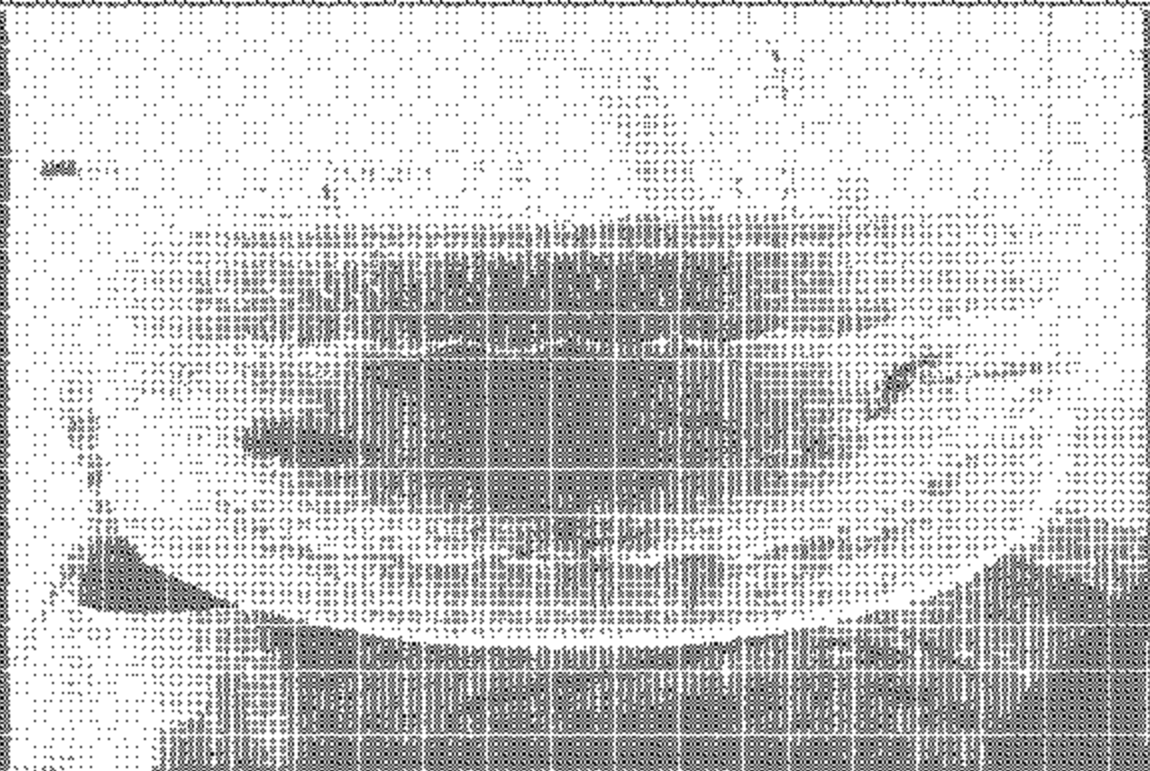
DICK CASH
Wheel Alignment

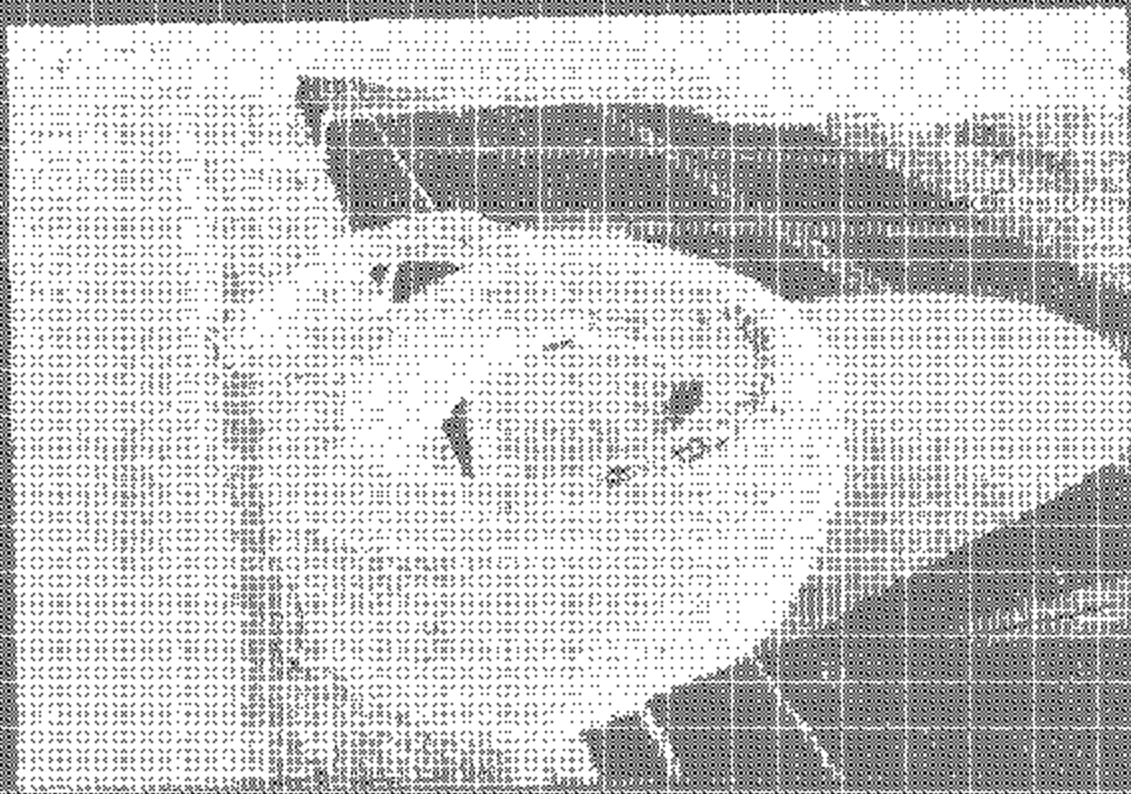
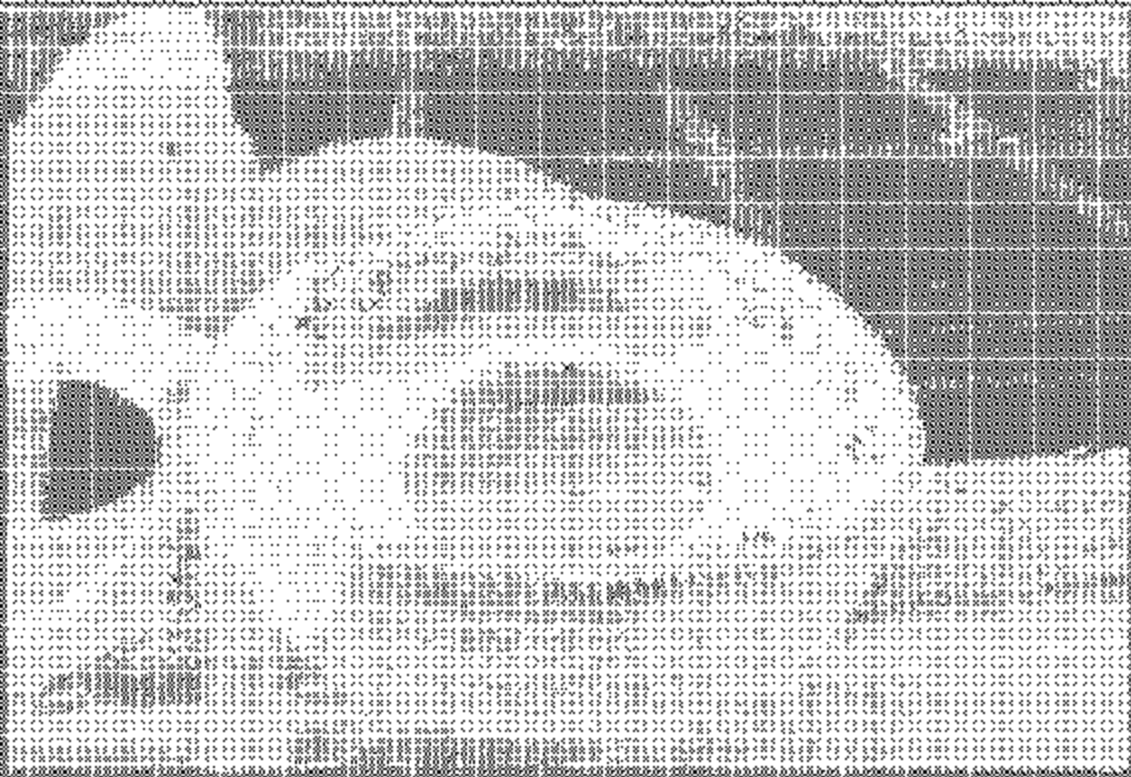
SUSPENSION SPECIALISTS
SPEED BALANCING
BRAKES
JEFF MEGNA
(818) 247-2778
FAX (818) 254-1046

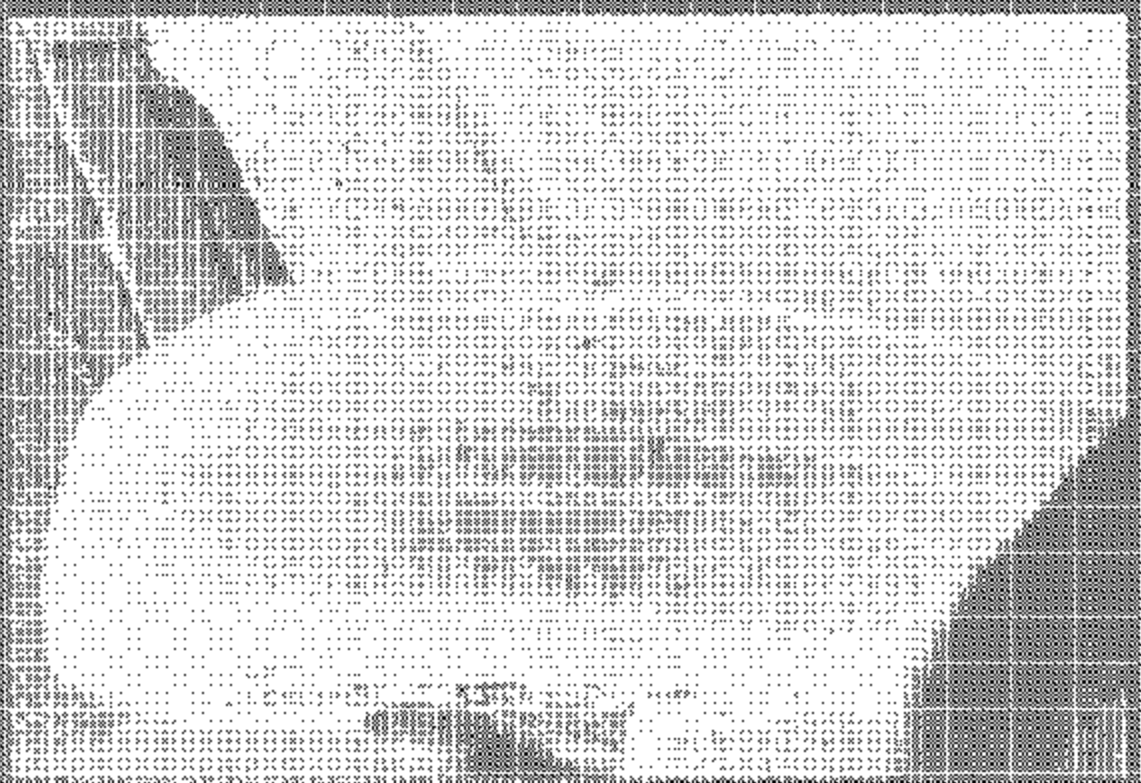
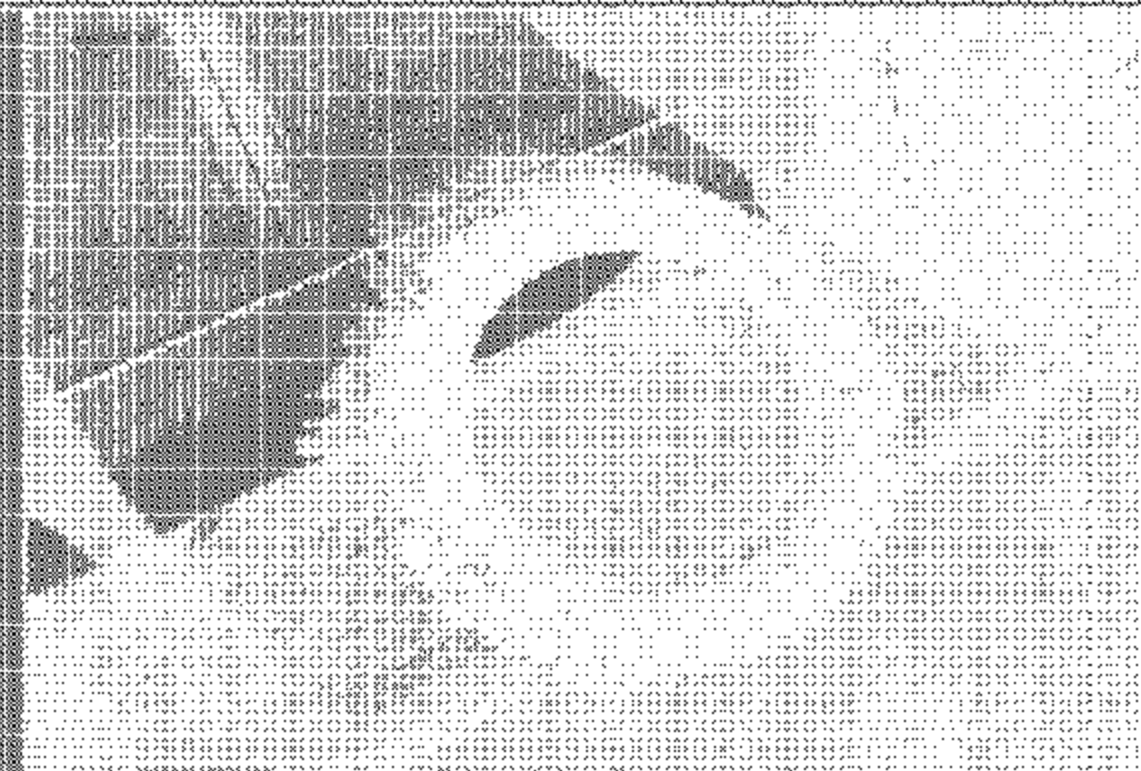
LARAMIE
GEAR

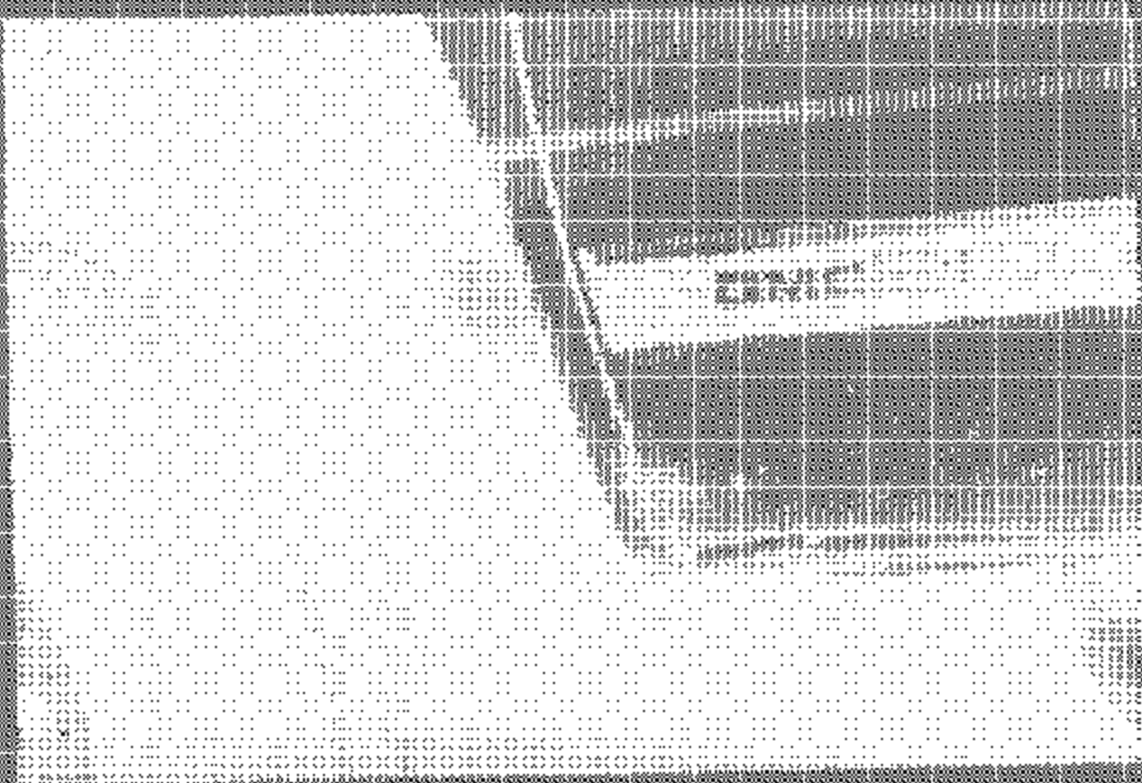
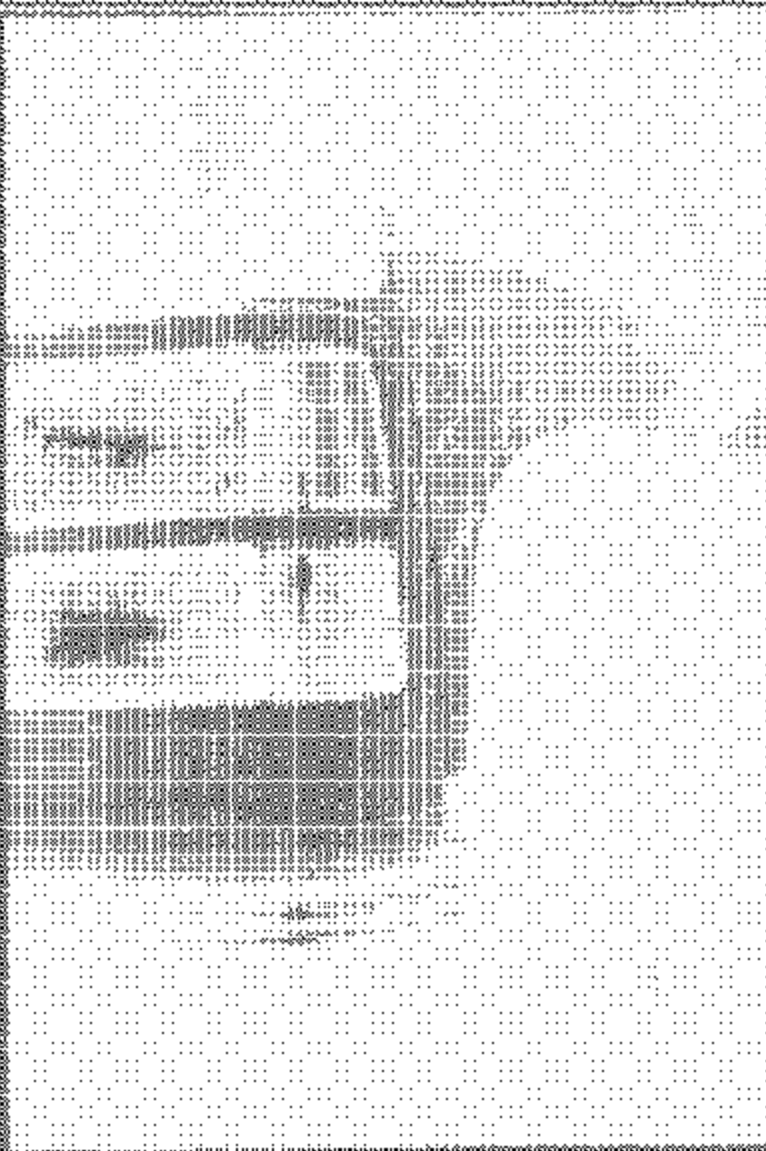
Authorized Distributor

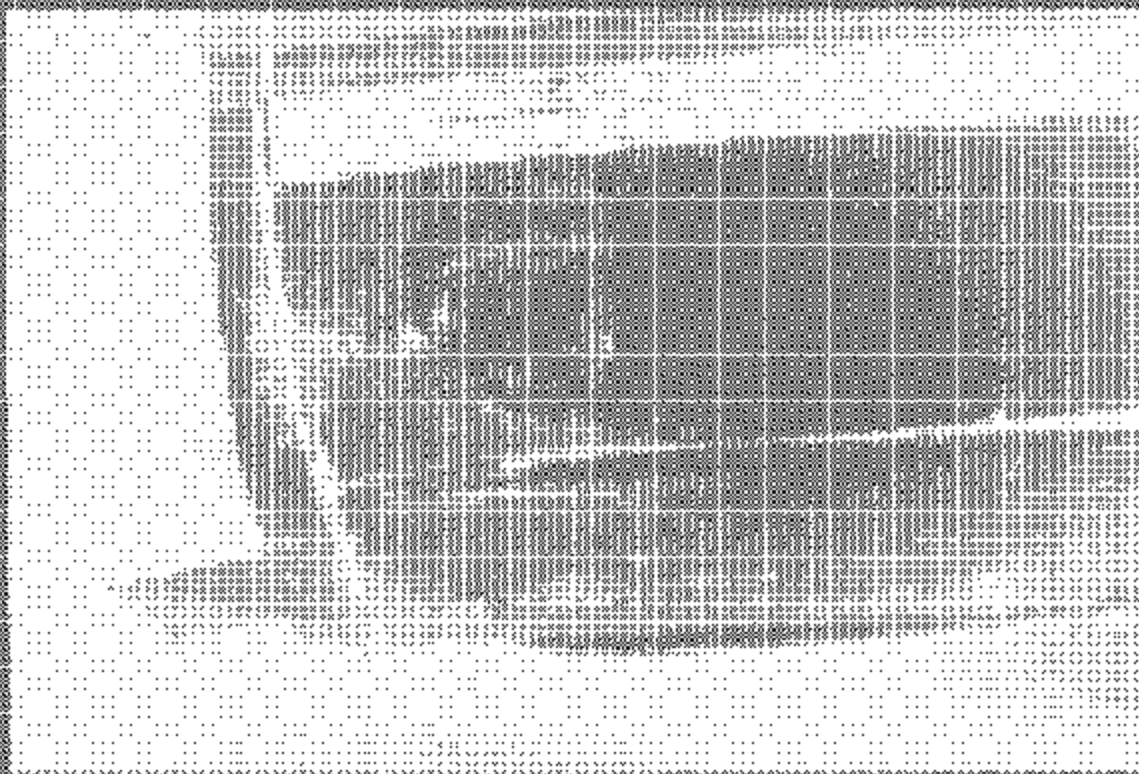
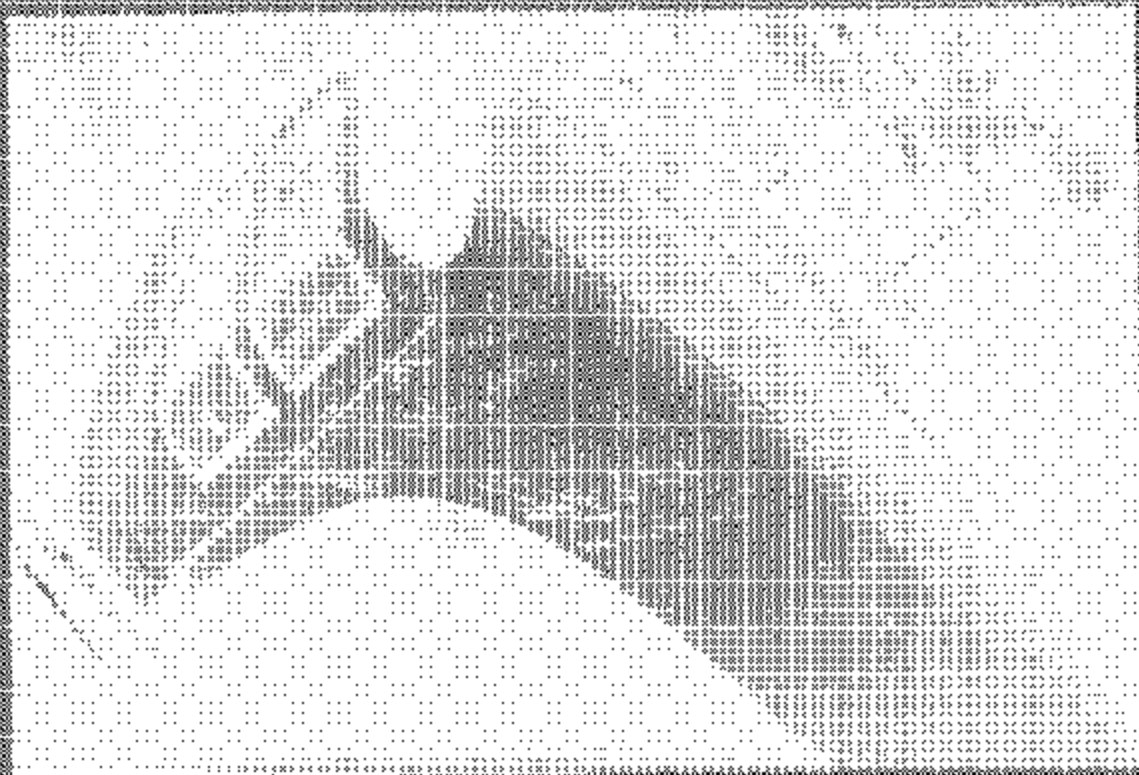
808 WEST BROADWAY
GLENDALE, CA 91204











**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).**