



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-DDT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1387

Date Received: 23-JUN-2004
Repository:
Reference No.: 10079708

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: DIAMOND SPRINGS State: CA Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]
Do you authorize [Redacted] the manufacturer of your vehicle? YES NO
In the absence of [Redacted] your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 6/18/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1F0WEJ35SKY [Redacted]
Make: FORD Model: E350 Model Year: 2000
Date Purchased: 6/27/00 Dealer's Name and Telephone Number: Discover RV (623) 385-7878
Original Owner: Dealer's City: EL MIRAGE, AZ State: AZ Zip Code: 85335
Engine: No. Cylinders: 10 Fuel Type: Reg
Transmission Type: Automatic Antilock Brakes Powertrain: V10
 Cruise Control
Vehicle Component Code: 1B1000 TIRES:TREAD/BELT
Multiple Failures: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 03-JUN-2004 Failure Mileage: 36,000 Failure Speed: 60
12-JUN-2004 36,099 45
Both had tire tread separation. Both separations began on the inner rim side of the tire. Both began about 20 degrees clockwise from the "E" in the word Firestone.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: FIRESTONE Tire Model (Name or Number): STEELTEX R4S11 Tire Size (Example P215/85R15): LT 225/75R16 Load Range E
DOT No. (Example: DOTM18ABC036): VD1L1X146B/060 Original Equipment Prior Repair Failure Location:
Tire Component Code: 1B0000 TIRES Tire Failure Type: slowly Tread separation

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

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

Crash: Yes No Fire: Yes No
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING ON A COUNTY ROAD AT 50 MPH REAR RIGHT OUTER TIRE TREAD SEPARATED, BUT DIDN'T GO FLAT. CONSUMER HEARD A FLAPPING NOISE FROM THE BACK OF THE VEHICLE, AND PULLED OVER TO INSPECT THE NOISE. THE LEFT REAR INNER TIRE TREAD SEPARATED 8 DAYS LATER WHILE DRIVING ON THE HIGHWAY 40 MPH. THESE WERE LOAD RANGE E TIRES. BOTH TIRES WERE REPLACED. *AK Firestone did NOT replace any tire. I have since replaced ALL tires with Goodgear, even though there should be 10,000 miles usable left on the Firestones. Tire # 1 DOT VD1L1X1469
Tire # 2 DOT VD1L1X1050
Firestone complaint tracking # WT20040616_000000046 over

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices. **ATTACH ADDITIONAL SHEETS IF NECESSARY**

The Privacy Act of 1974-Public Law 93-502 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.

Relative description of incident(s), failure(s), crash(es), and injury(ies)

Tire # 2 did slight damage to wheel well.

Tire # 1 simply narrowed the inner wheel well

I have saved and am storing all tires (6) from the vehicle.
Firestone

Both tread separations began on the inside of the rim - that would be the side of the tire with ~~the~~ the DOT # marking. Both separations began ~~at~~ at the same point on the tire - that would be about 24 inches counter clockwise from the letter 'F' in FIRESTONE.

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 73173 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, NVS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

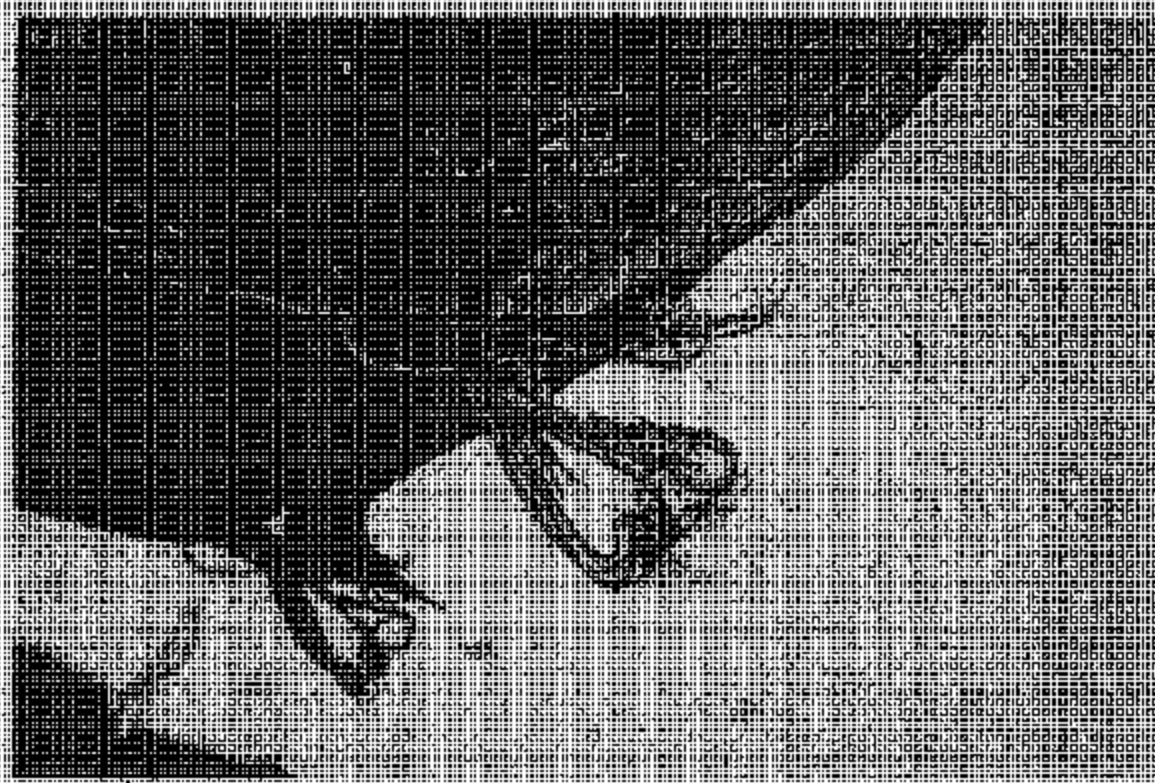
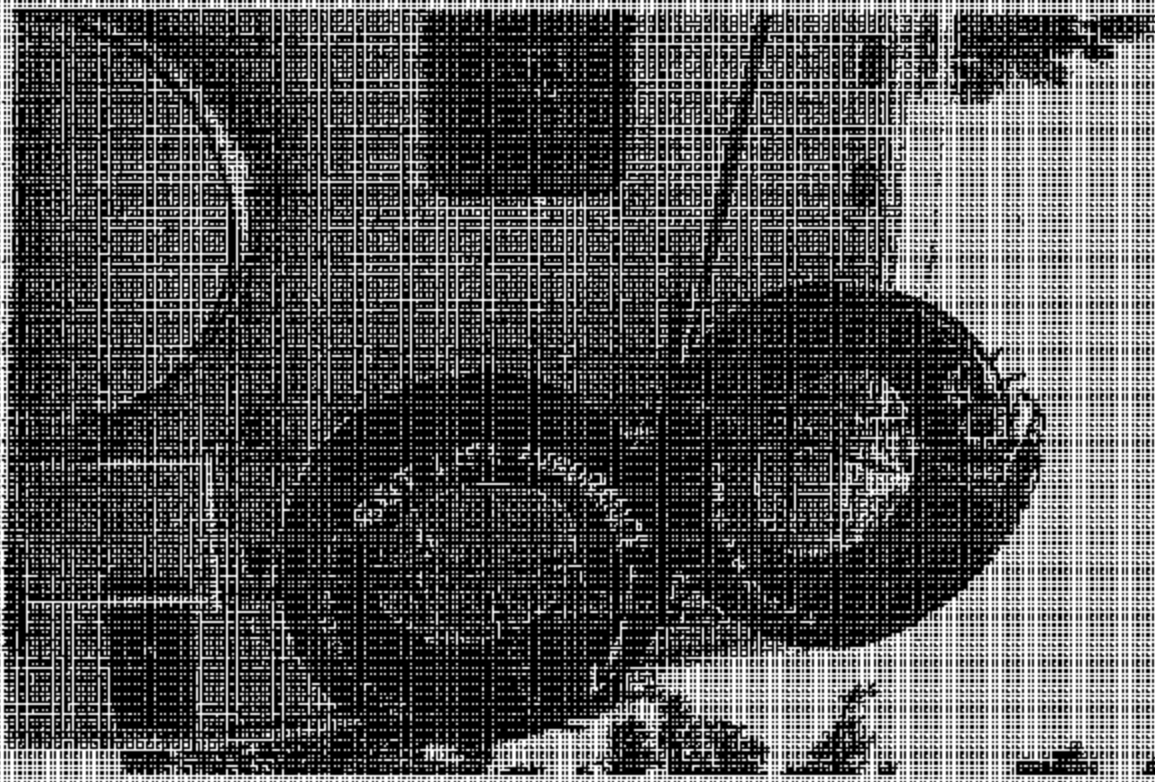
1-888-DASH-2-DOT

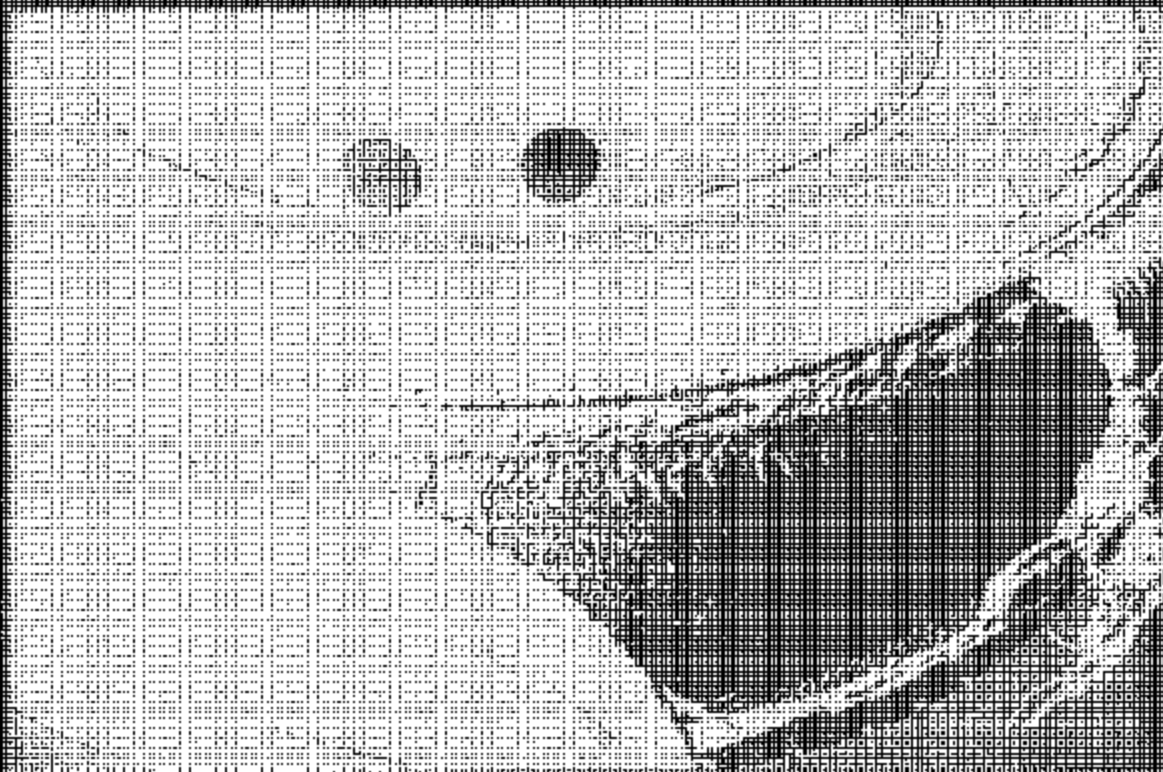
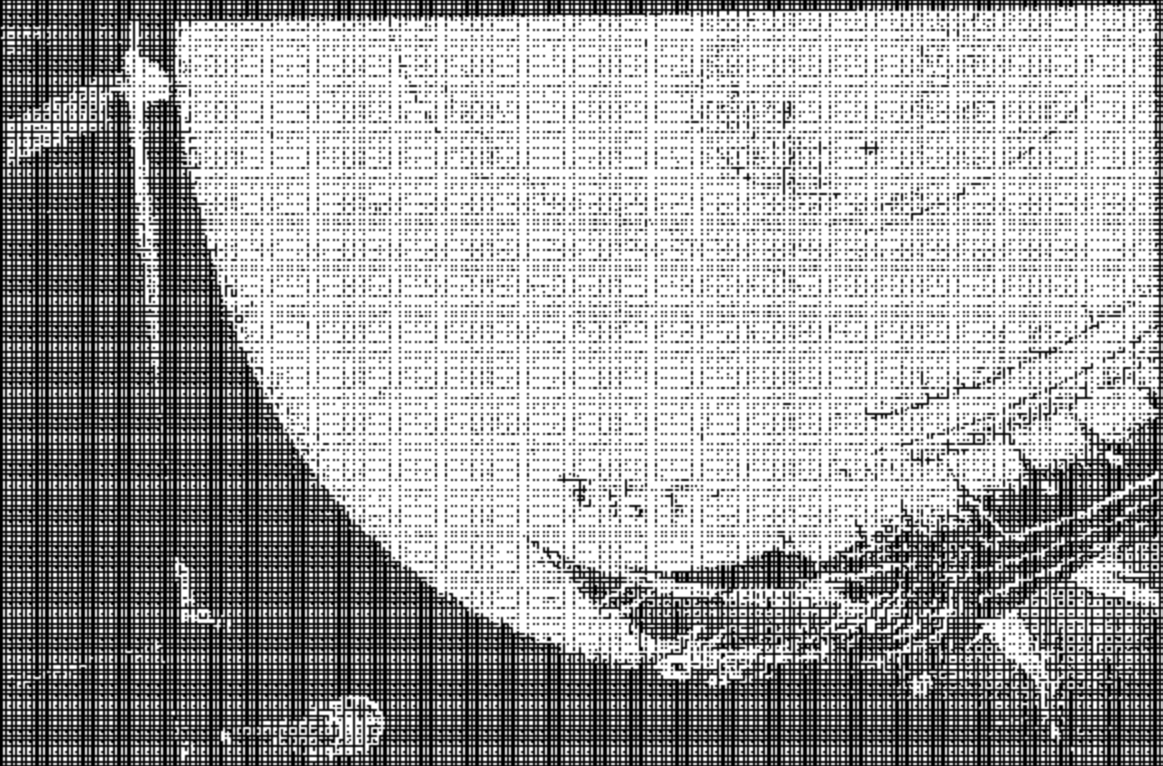
1-888-927-4236

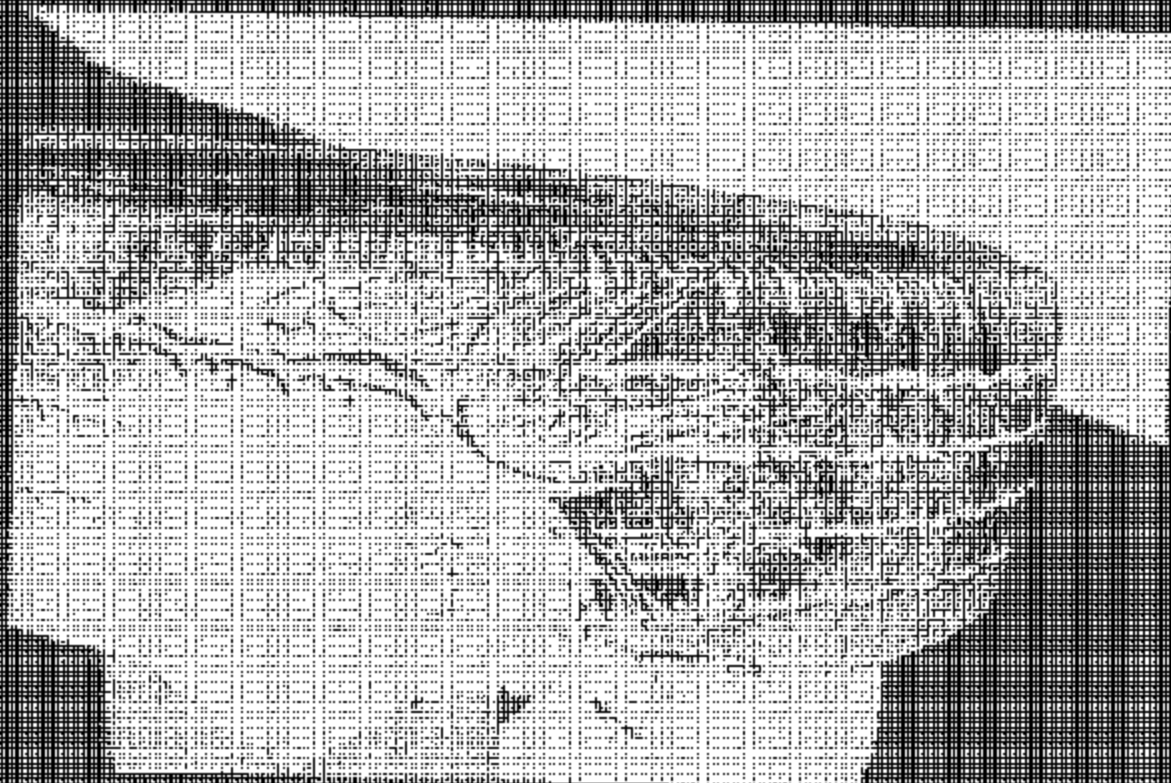
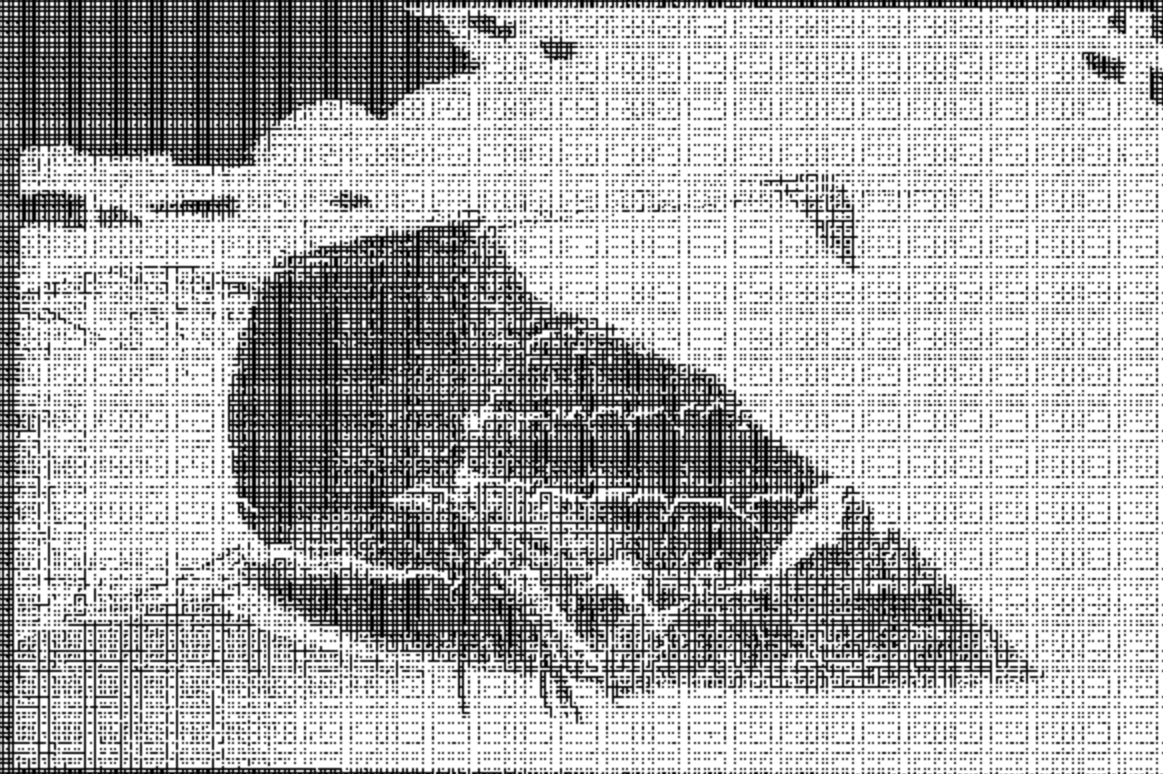
DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.nhtsa.dot.gov/ncvts>







**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).**