



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
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100222

Date Received

28-SEP-2004

Repository ☐

Reference No.
10094495

OWNER INFORMATION (Type or Print)

Name XXXXXXXXXX
Address XXXXXXXXXX
City MEXICO State MO Zip Code XXXXXX

Daytime Telephone Number

E-mail Address

Evening 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 ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side 1FMNU43S8YE XXXXXX		Make FORD	Model EXCURSION	Model Year 2000
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type: Gas
Original Owner ☒	Dealer's City		State	Zip Code
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain 4 WHEEL DRIVE	Vehicle Component Code 192000 TIRES:SIDEWALL	
Multiple Failure: 1				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 10-JUL-2001	Failure Mileage 23000	Failure Speed	
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make GOODYEAR FIRESTONE	Tire Model (Name or Number) GOODYEAR FIRESTONE	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code 192000 TIRES:SIDEWALL		Tire Failure Type

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	Number of Deaths	Reported to Police Y
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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).

CONSUMER REPLACED THE TIRES WHEN THERE WAS A RECALL ON THE ~~GOODYEAR~~ FIRESTONE TIRE. CURRENTLY, THERE IS A RECALL FOR THE TIRES THAT WERE REPLACED, AND MANUFACTURER OFFERS NO REIMBURSEMENT. *AK

* SEE ENCLOSED LETTER

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 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.

September 30, 2004

Firestone Response Center
535 Marriott Drive
9th Floor
Nashville, TN 37214

To whom it may concern,

I am writing in regard to your safety campaign for the Steeltex Radial A/T. I received notice of the campaign in March of 2004. The tires in the campaign had been placed on my 2000 Ford Excursion as original equipment. I spoke to the personnel at Firestone Consumer Affairs office. I told them that I had replaced the tires prior to the campaign notice. They sent me further information on how to get reimbursed since I had already replaced the tires. One of the forms they requested was a "Firestone Retailer Warranty Adjustment" form. I called back and told the Consumer Affairs personnel that it was impossible to get the warranty adjustment form since I had the tires replaced at another tire dealership. They said that they would send me a different form.

I never received any "new" forms. As the deadline approached, I made numerous calls to the Consumer Affairs center. After several hours of discussion with the local Firestone dealer and the Consumer Affairs office, I was told that I would not be able to ever be reimbursed for the tires that I replaced. I was told that I had replaced the tires prior to the March 1, 2003. In addition, I was told that without the "warranty adjustment" form, I would never be able to receive reimbursement.

I feel that this action is unfair. It is not the kind of action that is expected out of a quality company like Bridgestone/Firestone North American Tire, LLC. The company initiated a safety campaign on the Steeltex Radial A/T LT265/75R16 LR D tires. You are willing to replace the tires if I still owned them. You should be willing to reimburse me for the replacement cost no matter when I replaced the tires.

I have enclosed a copy of the tire purchase receipt, the first page of the safety campaign notice with the VIN number. I also have the DOT numbers from each replaced tire if you need further documentation that the tires were replaced.

I would ask that I be reimbursed for the replacement of the tires involved in your Safety Campaign. Where I replaced them and when I replaced them should not be an issue. I thank you in advance for your help in this matter.

Sincerely,

[Redacted Signature]

cc: National Highway Traffic Safety Administration