



# 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**

Date Received: 2005 JAN 24 5:10:46  
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up\_ltr \_\_\_\_\_

Reference No. \_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_

**OWNER INFORMATION (Type or Print)**

Name: \_\_\_\_\_

Street No.: \_\_\_\_\_ Apt. No.: \_\_\_\_\_

City: CANTON State: MS Zip Code: \_\_\_\_\_

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

Signature of Owner: \_\_\_\_\_ Date: 01/10/05

**PRODUCT INFORMATION**

Vehicle Identification No. (VIN.) (17 Digits): \_\_\_\_\_ (Located at bottom of windshield on driver's side)

Make: \_\_\_\_\_ Model: \_\_\_\_\_ Year: \_\_\_\_\_

Purchased Date: \_\_\_\_\_ Dealer's Name: SEE ATTACHMENT Engine Size (CID/CC/L): \_\_\_\_\_  Turbo  Diesel  Gas  Fuel Injection

New  Used Dealer's City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ No. Cylinders: \_\_\_\_\_  Fuel Injection

Manufacture Date (on driver's door or pillar): \_\_\_\_\_ Transmission Type:  Manual  Automatic

Restraint System:  Driverside Air Bag  Motorbelt  Passengerside 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  Stationwagon  Pick Up Truck  Other \_\_\_\_\_

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Part Name(s): \_\_\_\_\_ 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: \_\_\_\_\_ Tire Name: \_\_\_\_\_

Complete Tire Size: \_\_\_\_\_ DOT No.: \_\_\_\_\_

No. of Failures: \_\_\_\_\_ Date(s) of Failure(s): \_\_\_\_\_ Mileage at Failure(s): \_\_\_\_\_ Vehicle Speed at Failure(s): \_\_\_\_\_

Failed Part(s) Available?:  Yes  No

NHTSA Previously Contacted?:  Yes  No

**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: \_\_\_\_\_

Number of Fatalities: \_\_\_\_\_

Reported to Manufacturer:  Yes  No

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

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Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 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.

I am the owner of a 1991 Buick park Ave. Ultra, which was recently serviced by a Firestone repair store in my area. On October 15, 2004, I my the car into the Firestone Tire and Service Center located at 1435 Jacksonian Plaza, Jackson Mississippi. Since I had previously purchased tires along with the lifetime alignment and rotation package I had them to rotate my tires and change the oil. The car was dropped off there early in the day with notice that I needed to pick it up before five o'clock.

Sometime that day around 3:00 p.m., I was informed by the store manager that I had one tire that was badly worn and needed to be replaced. I questioned this because all four tires had been bought from them at the same time. Additionally, they had preformed the rotations for me several times before now. However, during this occasion only tire was bad, but the store manager tried to get me to purchase four new tires when I said no he then tried to get me to buy at least two tires to replace the worn out tire and one to go with it as a partner tire. I finally told them I only wanted one tire and that was that. They agreed and told me they would call when the car was ready.

At approximately 4:00 p.m. I had not heard form the store and decided to call them, during the conversation with the Store Manager (Mr. Lee Martin) I was told my car was not ready yet but if I came around 5:00 p.m. it would be. At 5:15 I arrived at the store and paid them for the work, the Store Manager gave me the keys to my car and told me it was around the building on the east side. I thought this was strange, since I had never been told to do this whenever they service my car before. I took the car keys and proceeded to drive away in the car as I was in a hurry to get back to work. Approximately, a half mile from the store I looked at my car's gas gauge and noticed that I needed some gas so I pulled into a nearby gas station. Lucy for me that I needed gas because after exiting my car I noticed that my front drives side tire was leaning off the axle and the hub car was missing. A closer inspection of the tire revealed that of the five lug nuts required to hold the tire on the axle there only two and they were about to fall off. Additionally, the rear tire on the drivers side had no lug nuts on it an was leaning dangerously as to about to fall off the axle. Feeling totally astonished, I immediately called the Firestone Store and reported the problem, to which the Store Manager told me he would send a technician to my location. A short time later an employee from Firestone arrived in what appeared to be his personal vehicle and proceeded to remove a car jack for his car. He then looked at my car and said, "Oh, looks like you lost some lug nuts". He also pulled several lug nuts from his pocket jacked my ca up put the lug nuts on and told to go on my way. As, I was already late for a work detail, I went on my way.

Later that night after finishing my work detail while enrout to Oxford Mississippi some 148 miles away. I had driven approximately five miles my car's brake light came on. I pulled over to the side of the highway and with my flashlight started to look at my brakes. It being later at night I could not see anything wrong nor could I call the store, I decided to proceed with caution until I reached my destination, where I was going to get them checked. The next day i could not find anything wrong with the brakes but called the Firestone Store and reported my problem. I was told to bring the car in the next time I in town. Approximately a week later I took the back to Firestone to have it checked. I was told then that all they found was that I was low on brake fluid and they added some which

alleviated the problem. They also informed me that they were trying to locate a hub cap to replace the one that came off my car. After several calls to the store inquiring about the hub cap and not getting any satisfaction, I noticed that the car was making a squealing noise as I drove it and this to I reported to the store once again I was told to bring the car back to them for an inspection. This time I was told that there were several things wrong with my car and the brakes which needed to be repaired, none of which were they willing said were attributed to their shabby work. I even called there cooperate office and reported this, their only response was to offer to fix my front brakes free and have me pay to fix the rear brakes because of all I had gone through with this problem. When it was learned that I had previously purchased a lifetime Front Brake job Firestone still refused to fix my brakes. I am now left with a vehicle that is unsafe to drive because Firestone was more interested in the dollar that safety or quality customer service.

