



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 100148

Date Received

Repository ☐

16-JAN-2018

Reference No.
11063035

OWNER INFORMATION (Type or Print)

Name

Address

City

EDWARDSVILLE

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FBSS3BL5DD

Make
FORD

Model
E-350

Model Year
2013

Date Purchased

08-31-2017

Dealer's Name and Telephone Number

Jack Schmitt Chevrolet 618-259-4900

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

☐

Dealer's City

Wood River

State

IL

Zip Code

62095

8

Transmission Type

Auto

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

17-OCT-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 200000 WHEELS

Failure Mileage

67000

70000

Failure Speed

55

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Yokohama

Tire Model (Name or Number)

Geolander H/T 109T

Tire Size (Example P215/65R15)

245/75R16

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type: Sidewall Blowout

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

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).

TL* THE CONTACT OWNS A 2013 FORD E-350. WHILE DRIVING APPROXIMATELY AT 55 MPH, THE REAR PASSENGER SIDE TIRE BLEW OUT WITHOUT WARNING. THE CONTACT STATED THAT THE DEALER (JACK SCHMITT CHEVROLET OF WOOD RIVER, 1870 E EDWARDSVILLE RD, WOOD RIVER, IL 62095) WERE AWARE THE TIRES WERE NOT FOR THE VEHICLE WHEN IT WAS SOLD TO THE CONTACT. THE MANUFACTURER WAS CONTACTED. THE VIN WAS UNKNOWN. NO TIRE INFORMATION WAS AVAILABLE. THE FAILURE MILEAGE WAS 67,000.

A reputable car dealer should inspect overall vehicle when sold. If this van would of had been filled w/ 15 passengers & cargo they could of been seriously

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.

Dot#-car dealer (Jack Schmitt) kept all tires. Not just blown out 1, but other 3 new ones.

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

hurt. When you have a 1 Ton Passenger Van it must have Load Range tires, not Standard tires as what you find on a car according to Ford Information. Reputable dealers need to be held accountable for selling a safe vehicle so tragedy does not occur to anyone. These tires were new and we would like to know the DUMMY who installed them, by going a cheaper route, and allowed this to happen. Jack Schmitt did pay part of the correct tires.

ATTACH ADDITIONAL SHEETS IF NECESSARY

* NOTE: Jack Schmitt also said they could not reset tire pressure sensors - take to FORD - but AUTO TIRE was able to do reset of TPM Sensors... WHY?

U.S. Department
of Transportation

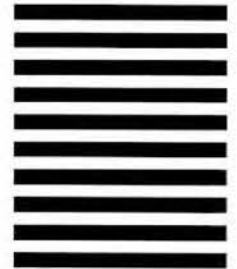
National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safercar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

INVOICE

JACK SCHMITT
WOOD RIVER

1870 E EDWARDSVILLE RD WOOD RIVER IL 62095 / 618-259-4900

www.schmittchevrolet.com

EDWARDSVILLE, IL

PAGE 1

HOME [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 117 JEFF WEBER (Left Message) 01/15/18

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	13	FORD E350	1FBSS3BL5DD [REDACTED]		65675/65675	T068
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31AUG17 DE			WAIT 31OCT17		0.00	CASH
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:03073 1)MILES 61675		
		2) SECURECARE				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A	DEXOS1	LUBE OIL FILTER, MULTI-POINT INSPECTION, TIRE ROTATION AND RESET TPM SENSORS					
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	DEXOSROT DEXOS1	LUBE OIL FILTER, MULTI-POINT INSPECTION, TIRE ROTATION AND RESET TPM SENSORS					
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	23	IMFN					(N/C)
	1	12490232 PF1250					(N/C)
	6	88865700 OIL					(N/C)

65675 CHANGED ENGINE OIL (DEXOS) AND FILTER, PERFORMED TIRE ROTATION AND LEARNED TIRE PRESSURE SENSORS TO NEW POSITIONS WHEN APPLICABLE, PERFORMED MULTI POINT VEHICLE INSPECTION, OK. RESET OIL LIFE MONITOR WHEN APPLICABLE.

B COURTESY HUNTER ENGINEERING QUICK CHECK INSPECTION

QKCK COURTESY HUNTER ENGINEERING QUICK CHECK INSPECTION

	23	CHECK			0.00	0.00	
--	----	-------	--	--	------	------	--

65675 PERFORMED HUNTER ENGINEERING QUICK CHECK INSPECTION AND PRINTED REPORT, OK.

Note by Jack Schmitt

VAN'S TIRE Pressure is.

Rated for 65psi in FRT (TRUCK TIRES)

AND 80 in Rear. However

there ARE PASS-CAR TIRES

on the VAN WITH A MAX

Press of 30 which is

what we put in. TIRE

LIGHT WILL STAY ON

!!!!!!WE WANT YOU COMPLETELY SATISFIED!!!!!!
WE APPRECIATE YOUR BUSINESS AT JACK SCHMITT CHEVROLET!!!!!!WE JUST DONT WANT YOU SATISFIED BUT COMPLETELY SATISFIED!!!! IF FOR ANY REASON YOU CANNOT FILL OUT OUR SURVEY AS COMPLETELY SATISFIED, CALL ME DIRECTLY AT 618-343-8302 COLBY STELLHORN, SERVICE MANAGER

(Left Message 01/15/2018 - Talked w/ Colby, side wall blew out, Call Bill, not a FLAT, mentioned this would happen)

Told them at the time Tires would Blow out - wrong tires for van

LJ (Chevrolet)

(800)950-2438

Marketing Support

Tracy - Call Ford

Called
Chevy 1st

Told to call
Ford

Carolyn

Ford

(800)392-3673

Call

Load E Tire Spec

National Highway

Traffic Safety

Spoke w/ Haneet

Complaint #11063035

Ford said to
report to

NHTSA

Reported

National Highway

Standard
#120

Traffic Safety

Concern of
Safety

★(888)327-4236

368-7238 Van

Yokohama

Geolander H/T

245/75/R16
109T

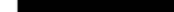
These are
Standard Load

Load Range E

1 Ton Van

DATE	15 JAN 18	☐ SERVICE	☐ WILL CALL	PHONE	
		☐ INSTALL	☐ DELIVER		
NAME				MAKE	13 FORD
ADDRESS				MODEL	6-350
				SERIAL	
ITEM TO BE SERVICED	LFT REAR TIRE			NATURE OF SERVICE REQUEST	
				TIRE - C-16	

QTY.	PART #	DESCRIPTION OF PARTS OR MATERIALS	PRICE	AMOUNT
1		TIRE 124	30.00	30.00
50	11	501.254803 1M.254803 1M.254803 1M.254803	21.00	50.00
		001M.254803		
		10.00		30.00
LABOR PERFORMED			TOTAL MATERIALS	/
C.V.G. 4-11 REAR TIRE 4/			TAX	
5.0000 US00 0.0000, 0.116			TOTAL LABOR	
0.000, 12.000 JACK				
			TOTAL AMOUNT	

DATE WANTED	DELIVERY	RECEIVED BY <i>D.A. 66</i>
ESTIMATES ARE FOR LABOR ONLY, MATERIAL ADDITIONAL. WE WILL NOT BE RESPONSIBLE FOR LOSS OR DAMAGE CAUSED BY FIRE, THEFT, TESTING, OR ANY OTHER CAUSES BEYOND OUR CONTROL.		
 AUTHORIZED		Repair Order DUPLICATE

2. *schmitti* 5084

TERMS - NET CASH
NO GOODS HELD OVER 30 DAYS

09-11

