

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

POSTED 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

RECEIVED

00 SEP -1 AM 10:32

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up_ltr

Reference No.

OFFICE
DEFECTS INVS

554276

Daytime Telephone Number

OWNER INFORMATION (Type or Print)

Name

Street

City

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 / /

PRODUCT INFORMATION

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

Make

FORD

Model

EXPLORER XLT

Year

1992

Purchased Date

8-1992

Dealer's Name

CORNELIUS FORD

Dealer's City

VALLEJO

State

CA

Zip Code

Engine Size
(CID/CC/L)No. Cylinders 6

☐ Turbo
☐ Diesel
☐ Gas
☒ Fuel Injection

Manufacture Date
(on driver's door or pillar)

Transmission Type

☐ Manual☒ Automatic

Restraint System

☐ Underside Air Bag☐ Motorbelt☐ Passenger-side Air Bag☐ 2-Point Belt☒ 3-Point Belt

Cruise Control

☒ Yes☐ No

Drivetrain

☐ Front☐ Rear☒ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☒ Sport Utility☐ Truck☐ Motorcycle

Body Style

☐ 2-Door ☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☐ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

FIRESTONE

Tire Name

ATX

Complete Tire Size

P235/75R15

No. of Failures

1

Date(s) of Failure(s)

8-24-98

Mileage at Failure(s)

92800 * odometer - Tire had 28,000+ miles

Vehicle Speed at Failure(s)

50-60 mph (Accelerating)

Failed Part(s)

Available?

☐ Yes ☒ No

Returned to dealer

NHTSA Previously

Contacted?

☒ Yes ☐ No

by phone

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

NONE

Number of Fatalities

NONE

Reported to Manufacturer

☒ Yes ☐ NoDEALER (LOCAL)
for "exchange"

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

(not reading but worked) PASSENGER-SIDE-REAR TIRE. I WAS DRIVING ON A HIGH CLEARANCE DIRT ROAD for approx 20 mi at 20-30 mph. Turned onto 2 lane, paved, state road (NM 127). WAS PICKING UP speed to posted limit of 65 mph. Felt car vibrate intensely - slowed down & pulled to shoulder (suspected a flat). WAS NOT prepared for sight of the tire - completely shredded with tread pulled away completely from sidewalls - only a few metal strands held parts of tread to sidewall. Tire was not "underinflated". I disagreed with FORD recommendation of 26 psi & kept tires at 30-32 psi. I had purchased 4 ATX Firestone.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 44 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.

Mail postage free or fax to 202-366-7882

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

Tires at TANQUE VERDE EXXON IN TULSON, AZ & PURCHASED ROAD HAZARD INSURANCE. TV. EXXON replaced the tire with a New ATX AT A "promoted cost" to me \$14. The FORD came equipped with FIRESTONE ATX tires (5 full size) which lasted 65000 miles! When I needed new tires, I bought 4 ATX (from Firestone) based on past experience. I still have 3 FIRESTONE Tires on car but it drives funny - vibrates at 60-70mph which balancing, aligning + front suspension work can't seem to fix. I was ready to purchase new tires when recall started. I believe Ford is as much to blame as (or more so) FIRESTONE. If Ford knew SUV would roll with bulging inflated tires, it seems to me it's a DESIGN problem that they tried to fix on the "backs" of the tires being UNDERINFLATED! Ford also told me it was a "softer" ride since it was a truck body. I have attached additional sheets if necessary & many people complained about the "hard" ride!!!

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



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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

(V00Q)

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OR

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and dial toll free at

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