Form Approved: O.M.B. No. 2127-0008

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

Date Received RECEIVED 2:53 COPIED QC'd POSTED OFFICE OF DEFECTS INVESTIGATION

Od_or ___ ___
Ti_dt ___ ___
C_ ___ ___
Ur_ ___ ___

Reference No. 554348

OWNER INFORMATION (Type or Print)

N [redacted]
S
C
Daytime Telephone Number [redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an author[redacted] vehicle manufacturer.

Signature of Owner [redacted] Date 8/25/00

Vehicle Identification No. (VIN.) (17 Digits) (Located at bottom of windshield on driver's side)	Make	Model	Year
1FMYU22E7WUA48460	FORD	EXPLORER	98

Purchased Date	Dealer's Name			Engine Size (CID/CC/L)	
9/25/2000 ☐ New ☒ Used	Dealer's City Ontario	State CA	Zip Code	No. Cylinders 6	☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection

Manufacture Date (on driver's door or pillar)	Transmission Type	Restraint System	Cruise Control	Drivetrain	Vehicle Type	Body Style
9/97	☐ Manual ☒ Automatic	☒ Driverside Air Bag ☐ Motorbelt ☒ Passengerside Air Bag ☐ 2-Point Belt ☒ 3-Point Belt	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☐ Car ☒ Sport Utility ☐ Truck ☐ Van ☐ Minivan ☐ Motorcycle ☐ Other	☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)	Location	Failed Part(s)	Handicap Adaptive Equip
Tire Treads	☐ Left ☐ Right ☐ Front ☐ Rear	☒ Original ☐ Replacement	☐ Yes ☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
Firestone	Wilderness AT	

No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
2	14 July 2000	☐ Yes ☒ No	☐ Yes ☐ No
	Mileage at Failure(s) 72000		
	Vehicle Speed at Failure(s) 40 miles an hour		

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer
☐ Yes ☒ No	☐ Yes ☒ No	NONE	NONE	☐ Yes ☒ No

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

I Was driving 40 miles An hour home from running errans when my two rear tires blew out it The treads had separated. I was told by Big O Tires Company the tire were defected and the heat had caused the tire to separte and Blow out. There Was a crack in the tires all away around.

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.*

Mail postage free or fax to 202-366-7882

Use the attached Vehicle Owner's Questionnaire (VOQ) to report a motor vehicle safety problem to the National Highway Traffic Safety Administration (NHTSA) of the U.S. Department of Transportation (DOT). You may also call the DOT Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236) or file your report online at our Web site at *www.nhtsa.dot.gov/hotline.*

If a safety-related defect exists in a motor vehicle, or item of motor vehicle equipment such as a child safety seat, the manufacturer may be required to recall it and fix it at no cost to the owner. Your report is the first step in this process. It will be viewed with other reports to identify safety defect trends that require investigation.

Government investigators will analyze the problem. If warranted, the manufacturer will be asked to conduct a safety recall campaign.



1-888-DASH-2-DOT
www.nhtsa.dot.gov/hotline



THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

(1) X _____

ENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS MO / DAY / YEAR	ACCRUED MILEAGE	CROSS REFERENCE

ADVISOR: DEBRA A. REGOLI 9256 | HAT NO. 0918 | INVOICE DATE 07/15/00 | INVOICE NO. FOCS178792
LABOR RATE | LICENSE NO. 4JUN192 | MILEAGE 73787 | COLOR BLACK/ | STOCK NO.
YEAR / MAKE / MODEL 98/FORD TRUCK/EXPLORER/4DR EXPLORER | DELIVERY DATE | DELIVERY MILES
VEHICLE ID NO. 1FMYU22E7WUA43460 | SELLING DEALER NO. | PRODUCTION DATE
P.I.E. NO. | P.O. NO. | R.O. DATE 07/15/00
COMMENTS

[illegible]3913221352497J4
SUNLAND FORD INC
15330 PALMDALE RD
VICTORVILLE CA 92392
760-241-7751

7/15/00 11:33:06

PRE-AUTH

ACCOUNT NUMBER EXP.
[illegible]2965264239 1101

FAN CODE AUTH. REF #
P65259 681012

AMT $ 50.00

[redacted]

IN DATE: 07-15-00

AGREE TO PAY ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT CASHIER AGREEMENT IF CREDIT VOUCHER

CUSTOMER SIGNATURE

ATION	TECH(S): 2346	20.00
BALANCE REAR LEFT AND REAR RIGHT TIRES.		
RE.		
DESCRIPTION	UNIT PRICE	
	5.20	5.20
98 P235/75R15 XL	89.95	179.90
JOB # 1 TOTAL PARTS		185.10
JOB # 1 TOTAL LABOR & PARTS		205.10
RECEIVED $210.00 (CHK)		

TING ONE WITH IT COMES THE	TOTAL LABOR....	20.00
TEM AND YOUR AIR CONDITIONING.	TOTAL PARTS....	185.10
AND TRACE TRIPS BY MAKING THE	TOTAL SUBLET...	0.00
TORING CHECK DES NOT GO THAT	TOTAL G.O.P....	20.00
VEHICLE WILL GET YOU THERE AND	TOTAL MISC CHG.	0.00
CHANCE WE'RE HERE FROM 7-? ALL	TOTAL MISC DISC	0.00
ILL 5 PM ON SATURDAYS TO CARE FOR	TOTAL TAX.....	14.35
YOUR TRUST IS OUR TOP PRIORITY.		
E 27 POINT INSPECTION & FIND OUT	TOTAL INVOICE	219.45
IN NO PURCHASE NECESSARY. CALL		
N RESERVATION TO MEET WITH ONE		
RS. HAPPY MOTORING AND THANK YOU		
PRIOR APPROVAL OF AN INCREASE IN		
E.		

PAID
JUL 15
SUNLAND FORD

SUNLAND FORD-LINCOLN-MERCURY

B.A.R. REG. #AA-003585 | 15330 Palmdale Road - P.O. Box 1657 Phone: (760) 241-7751 | E.P.A. # CAD047776520
VICTORVILLE, CALIFORNIA 92392

PAGE 1 OF 1

SALESPERSON NO.

SERVICE

VEHICLE I.D. NO. 1FMYU22E7WUA48460	YEAR/MAKE/MODEL 98/FORD TRUCK/EXPLORER/4DR EXPLORER	PRODUCTION DATE	STOCK NO	LICENSE NO 4JUM192	R.O. NO 178792
CUSTOMER NO 70464	COLOR BLACK/	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R.O. DATE 07/15/00
SERVICE CONTACT	CONTRACT NO	WARRANTY DATE	EXPIRATION MILES		ADVISOR 9256
[redacted]					HAT NO. 0918
					V. CLASS 73987
					TIME
					ACCT OPT
					TO BAY
					PG

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE

LEAVE

ALL PARTS IN

CASH

CREDIT CARD

$ CHARGE

AUTO CONTROL

YES

NO

Permit authorizes only the repair work hereinafter set forth to be performed along with the necessary parts and materials. I/We agree that you are not responsible for loss or damage to vehicle or articles left in it in case of fire, theft or any other cause beyond your control, or loss by any cause caused by unavailability of parts or delays in parts shipments or the supplier or transporter. I hereby grant you and your employees permission to operate the vehicle hereinabove described on streets, highways or elsewhere for the purpose of road testing and inspection. An express mechanic's lien is hereby acknowledged on all cars left to be repaired or worked on.

X

CUSTOMER SIGNATURE

CUSTOMER PROMISE

WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR HAT NO. AND R.O. NO.

[redacted]	E. DAYTIME PHONE				
760-241-3153					
TIME PROMISED 02:52PM	DATE/TIME PROMISED 07/15/00 04:30PM	PRIORITY			
STATE REGN #4002595	LABOR RATE/CODE FLAT RATE HOURS				
	$	ESTIMATE $	ADDITIONAL COST $	AUTHORIZED BY: TELEPHONE / IN PERSON	DATE / TIME
	$	2ND REVISED ESTIMATE $	ADDITIONAL COST $	AUTHORIZED BY: TELEPHONE / IN PERSON	DATE / TIME

JOB

LABOR INSTRUCTIONS

	TYPE	PARTS	LABOR	TOTAL
[redacted]	--	0.00	210.00	210.00

OPERATION
REPLACE, MOUNT, BALANCE REAR LEFT AND REAR RIGHT TIRES.

TERMS: STRICTLY CASH

FOR YOUR CONVENIENCE WE ACCEPT
THE FOLLOWING CREDIT CARDS:
VISA • MASTERCARD
AMERICAN EXPRESS
DISCOVER • DINER'S CLUB
WE ALSO ACCEPT PERSONALIZED CHECKS
ON THE APPROVAL OF TELECREDIT
ALL OTHER TERMS ARE CASH.

SERVICE AND PARTS DEPT. HOURS

SERVICE: MONDAY THRU FRIDAY 7:00 A.M. to 7:00 P.M. - SAT. 7:00 A.M. to 5:00 P.M.
PARTS: MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. - SAT. 7:00 A.M. to 5:00 P.M.
VEHICLES MUST BE PICKED UP
DURING SERVICE DEPARTMENT HOURS.

IMPORTANT- REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

"By law you may choose another licensed facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

Thank you for this opportunity to serve you. It is our aim to perform all the repairs to your complete satisfaction. If you are not completely satisfied, please contact us immediately.

THANK YOU

SUNLAND FORD-LINCOLN-MERCURY

REPAIR 1	REPAIR 2	REPAIR 3	SERVICE ADVISOR NO. LAST 4 SOC. SEC.
P.#	S.S.#	P.#	S.S.#

SUB TOTAL	ALLOWANCE	DEALER PARTICIPATION	CUSTOMER PARTICIPATION OR DEDUCTIBLE	PRO RATA PERCENT	TOTAL LABOR
CHECK (✓) APPROPRIATE BOX: CASH / CHARGE; WARRANTY OR GOODWILL; PARTS FOR SALE				PRO RATA PERCENT	TOTAL PARTS
PARTS	LABOR	TOTAL			

PROGRAM CODE	AUTHORIZATION NUMBER	DEMAND ITEM NUMBER

FORD USE ONLY - KEY PUNCH CHECK DIGIT: B

SERVICE INSTALLED PARTS

DATE INSTALLED MO	DAY	YR	ADDRESS MILEAGE OMIT TENTHS

WALKER & SONS FIRESTONE

Automotive Car Care Service

INVOICE DATE	CUST. NO.	ORDER NO.	PAGE	INVOICE NO.
05/16/00 SAT	11920	1		

Time in 7:11 AM

License:4JUM182
Mileage:072,000 Yr:98 Mk:F3RD Mdl:EXP

INTER-CITY FIRESTONE
11873 HESPERIA RD.
HESPERIA CA 92345
(760)948-0057

SOLD TO [redacted]

SHIP TO

PURCHASE ORDER NO.	SALES PERSON	MAIN PHONE	OTHER PHONE	SHIP VIA
	21	245-3165		

Work Order

ITEM NO.	DESCRIPTION	QTY ORDERED	QTY SHIPPED	F.E.T.	PRICE	NET OR UNSUN
030-040	P235/75R15 WILDERNESS AT OWL	1	1	0.00	85.95	85.95
15040	VALVE STEM	1	1		2.00	2.00
18730	WHEEL WEIGHTS	2	2		2.50	5.00
18716	WHEEL BALANCE LABOR	1			5.00	10.00
050	ROAD HAZARD	1	1	0.00	8.50	8.50
	*ROTATE TIRES EVERY 5000 MILES					
	*FREE FLAT REPAIRS					
	DO WANT A ALIGNMENT	1	1			
	*DO WANT A ALIGNMENT					
	*MOUNT SPARE TO MAG WHEEL TO GROUND					
47767	TIRE DISPOSAL FEE	1	1		2.00	2.00
22222	OIL DISPOSAL FEE	0	0		0.00	0.00

DNS !

SubTot Parts:	104.45
SubTot Labor:	10.00
Tax 7.750% :	7.28
Inv Total	121.73

REVISED ESTIMATE

☒ DO ☐ DO NOT WANT REPLACED PARTS

I ACKNOWLEDGE THAT I HAVE REVIEWED A **WRITTEN STATEMENT** OF THE RECOMMENDED REPAIRS, SERVICE, LABOR AND MERCHANDISE AND HAVE APPROVED THE WORK TO BE COMPLETED. I HAVE ALSO GRANTED PERMISSION TO OPERATE THE REFERENCED VEHICLE ON THE STREET FOR PURPOSE OF INSPECTION OR TESTING. I UNDERSTAND THAT ALL CLAIMS AND RETURNS MUST BE ACCOMPANIED BY THIS INVOICE. I UNDERSTAND THAT THIS FACILITY HAS THE RIGHT OF FIRST REFUSAL ON WARRANTY WORK. I UNDERSTAND THAT **WALKER & SONS FIRESTONE** HAS THE RIGHT TO CHARGE $7.00 PER DAY STORAGE FEE FOR ANY VEHICLE LEFT OVER 24 HOURS AFTER NOTIFICATION. I UNDERSTAND THAT **WALKER & SONS FIRESTONE** IS NOT RESPONSIBLE FOR ANY PERSONAL ITEMS LEFT IN VEHICLE.

CUSTOMER INITIALS [redacted]

IF AUTOMOBILE IS RETURNED TO CUSTOMER BEFORE AUTHORIZED SERVICE IS PERFORMED, A DIAGNOSTIC AND HANDLING CHARGE (INCLUDING REASSEMBLING), WILL BE MADE.

CUSTOMER INITIALS

I ACKNOWLEDGE THAT I APPROVE AND ACCEPT ALL THE ABOVE REPAIRS, SERVICE, LABOR AND MERCHANDISE ON THIS INVOICE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE [redacted]

CUSTOMER SIGNATURE X [redacted]

PERSON CONTACTED	PERSON CONTACTED
PHONE NUMBER	PHONE NUMBER
DATE/TIME	DATE/TIME
BY	BY
AMOUNT	AMOUNT

CUSTOMER ORIGINAL



