



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

00 SEP -7 PM 12: 09

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Reference No.

OFFICE  
DEFECTS INVS

554399

Daytime Telephone Number

## OWNER INFORMATION (Type or Print)

Name

Street

City

Do you authorize NHTSA to contact the manufacturer of your vehicle? ☒ YES ☐ NO  
in the absence of an address to the vehicle manufacturer.

Signature of Owner

Date 08/14/00

## PRODUCT INFORMATION

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

Make

Model

Year

1 F T Z R 1 5 X 2 K P A 0 4 6 8 8

FORD

4X4  
RANGER

1999

Purchased Date

Dealer's Name

Engine Size

4.0

11/16/98

Brien Motors Fordtown

(CID/CC/L)

4.0

☒ New ☐ Used

Dealer's City

State

Zip Code

No. Cylinders

16

☒ Fuel Injection

Everett

WA

98203

16

Manufacture Date  
(on driver's door or pillar)

Transmission Type

Restraint System

Cruise Control

Drivetrain

Vehicle Type

Body Style

08/98

☒ Manual☒ Driver's Air Bag☐ Motorbelt☐ Yes☐ Front☐ Car☐ 2-Door☐ Automatic☒ Passenger's Air Bag☐ 2-Point Belt☒ No☐ Rear☐ Van☐ Station Wagon☐ 3-Point Belt☒ 4-Wheel☐ Minivan☒ Pick Up Truck☐ Other☐ Other

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

Part Name(s)

Location

Failed Part(s)

Handicap Adaptive Equip

☐ Left☐ Right☐ Original☐ Yes☐ Front☐ Rear☐ Replacement☐ No

## TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

Firestone

Wilderness AT

P245/75R16

No. of Failures

Date(s) of Failure(s)

4/15/99 and 6/28/00

Failed Part(s)

NHTSA Previously

2

Mileage at Failure(s)

6,912 and 50,000

Available?

Contacted?

Vehicle Speed at Failure(s)

☐ Yes ☐ No☐ Yes ☐ No

## 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☐ Yes ☐ No

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

See attached letter

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 questions free or fax to 202-366-7882

To Whom it May Concern:

I own a 1999 Ford Ranger with 16 inch Wilderness AT tires. While me and my family were on vacation driving in Montana. We experienced a blowout and a complete tread separation on one of these tires. We could not replace the tire at that time because the Firestone in Montana did not have them in stock yet. So we rode from Montana to Wisconsin on a used tire on my new 1999 Ford Ranger. Since then I replaced another one of the Wilderness AT tires with a sidewall problem. That's two tires in a relatively short time I have receipts for both of them. Since then we did some research on the Web and over in Europe they have recalled the 16 inch tires. I then went and talked to my sales representative at Ford Motor Company. He explained to me that without a recall on that specific tire I would have to wait and see if it would be recalled in the future. He suggested that I should buy four new tires and wait and see if the others get recalled. I explained to him that I've already bought two of the defective tires and I couldn't afford to buy four more which would be a total of six new tires on my new 1999 Ford Ranger. So my suggestion is, how about if I skip a month truck payment and buy four new tires so my family doesn't suffer any more hardship financially or mentally over this defective problem that I feel up to this point you or Firestone has not taken full responsibility for. I was instructed by NHTSA and I have filed a report with them on my situation. I hope to hear from you very soon. Not with more direction, but a reasonable solution.

Sincerely Concerned for Our Safety,

A solid black rectangular box used to redact the signature of the person writing the letter.

# Ford Motor Company

August 17, 2000

10026960



(((b6)(b7C)(b7D)))

1999 Ford Ranger  
Vehicle ID #: 1FTZR15X2XPA04688

Dear Robert Crandall:

At Ford Motor Company, providing the highest level of customer safety is our top priority. In recent days, you have probably heard or seen media coverage concerning the Firestone tire recall.

In an effort to answer your questions, this letter is to inform you that, according to our records, your 1999 Ford Ranger with factory-equipped Firestone tires *is not* affected by this recall. The only tires involved in this recall are certain 15-inch light truck and SUV tires.

Our records indicate that unless you have had your tires changed from the original equipment provided with this vehicle, the vehicle listed above is not affected by the Firestone recall. In addition, you'll find important details you should know to ensure your utmost safety listed on the backside of this letter.

For nearly 100 years, people around the world have put their trust in the hands of Ford Motor Company, every single day. We take that responsibility seriously, and are working closely with the U.S. government and Firestone on this issue.

We are absolutely committed to enhancing your safety and maintaining your trust – and will put forth our greatest efforts to keep you informed during this Firestone tire recall.

Sincerely,

A handwritten signature in cursive script that reads "Martin Inglis".

Martin Inglis  
Vice President, Ford North America

## SAFETYFORUM.COM CALLS ON FORD, FIRESTONE TO EXPAND RECALL TO LARGER TIRES, AND PROVIDE REPLACEMENTS BY OTHER TIRE MAKERS

August 11, 2000

Safetyforum.com is urging Ford and Firestone to enlarge its recall to include larger versions of the ATX, ATX II and Wilderness A/T tires, as it did overseas last September. Documents that Ford has now provided NHTSA, reveal that Ford recalled Firestone's larger 16" tires--as well as their 15" tires--on Explorers and Lincoln Mountaineers in North Africa, the Middle East, Southeast Asia and South America.

This morning on ABC's Good Morning America, Firestone's Executive Vice President, Gary Crigger, said "Really we're only talking about one size, one 15-inch size, the P235/75/R-15 tire." However, documents that Ford has provided NHTSA, indicate that Firestone worked closely with Ford to recall the larger tires in Saudi Arabia and elsewhere.

At no time during their Tuesday press conference did representatives of Ford or Firestone mention failures, recalls or replacements of their larger tires. However, Safetyforum.com and Tab Turner, its "Attorney of Record" for tires, are receiving reports from consumers around the U.S.--including residents of non-southern states--who have experienced tread separation on Firestone P255/70R16 tires, the larger version of the 15 inch tires that Firestone recalled Tuesday.

Ironically, the sample recall letter that Ford sent to its overseas dealers was addressed to "Mr. John Sample, 123 Main Street, Anywhere, USA". The letter was never sent to Explorer owners in the U.S. A recent Associate Press story said that Ford reports replacing tires for free on 46,912 Explorers overseas. Safetyforum.com calculates, based on sales figures published in Automotive News, that Ford sold about 3 million Explorers in the U.S. from 1991 to the end of 1999. All of those vehicles were equipped with Firestone tires, specially designed to Ford's specifications, for the Explorer.

"Ford and Firestone should remove all ATX, ATX II and Wilderness A/T tires from public use immediately. Consumers should insist that Ford and Firestone replace these defective tires--of all sizes-- immediately with tires made by other manufacturers that they've recommended as suitable replacements overseas. Ford's own documents and the independent reports we have received confirm that this is a problem of tire design. The problem has nothing to do with where these tires were made, the workers who made them or the people who bought them," Turner said. "It is a design problem, pure and simple."

### Contacts:

C. Tab Turner, Turner & Associates, P.A.  
501-791-2277

4702 West Commercial Drive, Suite B3, Little Rock, AR 72116

Ralph Hoar, Safetyforum.com  
703-469-3700  
P.O. Box 470, Arlington, VA 22210-0470

8/11/00

425-643-1446

Joe - Gary -

WORK ORDER  
000324  
06/28/2000

FIRESTONE TIRE & SERVICE CENTERS  
8130 EVERGREEN WAY  
EVERETT, WA. 98203

SERVICE ADVISOR  
04 GARY  
425.348.3000

1999 FORD RANGER

LIC #

VIN #

IN 06/28/00 1:04P EST. MILEAGE 50,000

DUE: 02:30PM 06/28 Drop Off Appt: No

Store # 012297

INITIAL ESTIMATE

| Description                              | Article<br>Number | TH | Qty | Part  | Labor | Extended<br>Price | Job<br>Total |
|------------------------------------------|-------------------|----|-----|-------|-------|-------------------|--------------|
| FIRESTONE TIRE PACKAGE                   |                   |    |     |       |       |                   |              |
| WILDERNESS AT P245/75R16                 | 065404            |    | 1   | 92.99 |       | 92.99             | 93.98        |
| DISCOUNT FOR WILDERNESS AT<br>P245/75R16 | 7011130           |    | -1  | 15.00 |       | -15.00            |              |
| WHEEL BALANCE WEIGHT                     | 7018708           |    | 1   | 1.99  |       | 1.99              | 6.00         |
| WHEEL BALANCE LABOR                      | 007018716         |    | 1   |       | 6.00  | 6.00              |              |
| ROAD HAZARD WARRANTY                     | 7040215           |    | 1   | 6.00  |       | 6.00              | 2.00         |
| DISPOSAL FEE                             | 7075078           |    | 1   | 2.00  |       | 2.00              |              |
| TIRE INSTALLATION                        | 037013016         |    | 1   |       | N/C   | N/C               | 0.00         |
| COURTESY CHECK                           |                   |    |     |       |       |                   |              |
| COURTESY CHECK                           | 017046930         |    | 1   |       | N/C   | N/C               |              |

Flat rate charged per internal & Mitchell labor manuals  
Time In: 01:04PM 06/28/2000 Parts Return: No  
Cust Status: Drop Off Appt: No Pay Type: Unspecified  
Hub Cap Lock: (No Selection)  
Tire Sizes F/R:  
PSI F/R:  
Lug Nut Torque F/R



| Summary     |        |
|-------------|--------|
| Parts       | 87.98  |
| Labor       | 6.00   |
| Shop/Supply | 0.30   |
| Sub         | 94.28  |
| Tax         | 7.17   |
| Total       | 101.45 |

I ACKNOWLEDGE THAT I HAVE REVIEWED THIS ESTIMATE OF REPAIR AND SERVICE WORK. I HEREBY AUTHORIZE THE ABOVE WORK TO BE DONE, INCLUDING THE INDICATED PARTS AND LABOR, AND PROMISE TO PAY FOR ALL SUCH WORK. I GRANT PERMISSION TO OPERATE THE REFERENCED CAR, TRUCK OR VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF INSPECTION AND/OR TESTING. I UNDERSTAND THAT ALL CLAIMS MUST BE ACCOMPANIED BY AN INVOICE. I UNDERSTAND IF ADDITIONAL WORK IS REQUIRED, YOU WILL OBTAIN MY VERBAL OR WRITTEN AUTHORIZATION BEFORE ANY ADDITIONAL WORK IS BEGUN, UNLESS OTHERWISE SPECIFIED ON THIS ESTIMATE.

CUSTOMER  
SIGNATURE

Customer Invoice  
#3324  
08/28/2000

**FIRESTONE TIRE & SERVICE CENTERS**  
8130 EVERGREEN WAY  
EVERETT, WA. 98203

Service Advisor:  
04 GARY  
425.348.3000

1999 FORD RANGER  
Lic #: A24592E WA Vin #:  
In: 08/28/00 1:23PM Mileage: 50,000  
Out: 08/28/00 1:25PM

**RETAIL SALE**

| Description                           | Article Number | T# | Qty | Unit Price | Extended Price | Job Total |
|---------------------------------------|----------------|----|-----|------------|----------------|-----------|
| RESTONE TIRE PACKAGE                  |                |    |     |            |                | 93.98     |
| WILDERNESS AT P245/75R16              | 065404         | 21 | 1   | 92.99      | 92.99          |           |
| DISCOUNT FOR WILDERNESS AT P245/75R16 | 7011130        | 21 | -1  | 15.00      | -15.00         |           |
| WHEEL BALANCE WEIGHT                  | 7018708        | 21 | 1   | 1.99       | 1.99           |           |
| WHEEL BALANCE LABOR                   | 7018716        | 21 | 1   | 6.00       | 6.00           |           |
| ROAD HAZARD WARRANTY                  | 7040215        | 21 | 1   | 6.00       | 6.00           |           |
| DISPOSAL FEE                          | 7075078        | 21 | 1   | 2.00       | 2.00           |           |
| TIRE INSTALLATION                     | 7015016        | 21 | 1   | N/C        | N/C            |           |
| COURTESY CHECK                        |                |    |     |            |                | 0.00      |
| COURTESY CHECK                        | 7046930        | 21 | 1   | N/C        | N/C            |           |

Technician: 21 COX MIKE

Payment History:

Visa 0828 101.45 000286  
Total Tendered 101.45

**Summary:**

|               |          |
|---------------|----------|
| Parts         | 87.98    |
| Labor         | 6.00     |
| Shop Supplies | 0.30     |
| Sub-Total     | 94.28    |
| Tax           | 7.17     |
| Total         | \$101.45 |

Customer Signature

All parts are new unless otherwise specified.

# ExpertFire

EXPERT FIRE INVOICE  
NO. 123456789

EXPERT FIRE  
123456789  
123456789

Page 1 of 1

VERIFIED  
123456789  
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123456789

| DESCRIPTION | QTY | UNIT | PRICE | TOTAL | TAX  | NET   |
|-------------|-----|------|-------|-------|------|-------|
| 123456789   | 1   | EA   | 10.00 | 10.00 | 0.00 | 10.00 |
| 123456789   | 1   | EA   | 10.00 | 10.00 | 0.00 | 10.00 |
| 123456789   | 1   | EA   | 10.00 | 10.00 | 0.00 | 10.00 |
| 123456789   | 1   | EA   | 10.00 | 10.00 | 0.00 | 10.00 |

Sales Associate: R. A. WHEELER

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**MATTHEWS TIRE CENTER, INC.**

1311 W. Grand Avenue  
Wisconsin Rapids, WI 54495

Phone (715) 423-2010

BEZ

புதுச்சேரி  
பிள்ளையார்

$\frac{1}{2} = 0.5$   
 $\frac{1}{3} = 0.333$   
 $\frac{1}{4} = 0.25$   
 $\frac{1}{5} = 0.2$

23

THANK YOU FOR YOUR BUSINESS  
 800-IDEATION • 1-800-THE  
 COOPER-SCOTTERLAND

DATE RECEIVED

曹公

THE

1998

1 245 6738-18 WIP DEGREE AT 11W 065-494

STON-TREK-  
COMP. SPAIN BEL +00352

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed the estimate without your permission. Your signature will indicate your estimate selection.

☐ I request an investigation. In writing, explain your belief.

☐ Please proceed with repairs, but call me before you start.

☐ I do not want an estimate.

**Authorizing bar**

Philip T. Paine

25:46

$\frac{d}{dt}$

DATE \_\_\_\_\_

100.29

Motor Vehicle repair trade practices are regulated by Wis. Actm, Code Chapter Ag 122, administered by the Trade Division, Wis. Dept. of Agriculture, 801 Badger Road, Madison 53713.