



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline Vehicle Owner's Questionnaire

COPIED
TO REPORT VEHICLE SAFETY DEFECTS
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

RECEIVED
00 SEP 11 PM 2:34

OFFICE
DEFECTS INVS

554491

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Street [REDACTED]
City [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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 09/05/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 1P46H44R4PX603909		Make PLYMOUTH		Model GRAND VOYAGER		Year 93	
Purchased Date 08-03-98		Dealer's Name MANCARI'S CHRYSLER PLYMOUTH, INC.		Engine Size (CID/CC/L) 6.0/200/24		☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used		Dealer's City OAK LAWN		State IL		Zip Code 60453	
Manufacture Date (on driver's door or pillar)		Transmission Type ☐ Manual ☒ Automatic		Restraint System ☐ Driverside Air Bag ☐ Passengerside Air Bag ☐ 3-Point Belt ☐ Monorail ☐ 2-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 minivan	

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) TIRES		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 MICHELIN		Tire Name WEATHERWISE STEEL BELTED		Complete Tire Size	
No. of Failures 2	Date(s) of Failure(s) 04-02-2000 1:00 AM 08-24-2000	Mileage at Failure(s) 105		Failed Part(s) Available? ☐ Yes ☒ No	
Vehicle Speed at Failure(s) 40 MPH				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 0	Number of Fatalities 0	Reported to Manufacturer ☐ Yes ☒ No
--	---	--------------------------------	---------------------------	---

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

Had a serious blowout on DAN RYAN fortunately no one injured. but who hit pole. HAVE VARIOUS SPOTS ON TIRES LIKE BUBBLES ABOUT TO BURST. They are ready to blowout ALSO
1PS 09573434 Purchased NEW at SEARS IN OAKLAND PARK, IL ON 9-29-99
Replacement Purchased AT RIVER OAKS 4-12-2000

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 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 202-365-7882

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

Blow out on DAN RYAN Expressway almost caused us to crash and hit pole.

Big bubbles present on the tires that remain on the vehicle. They are not old or worn. They just develop bubbles AND THEN BLOW OUT.

Do I need to notify MANUFACTURER? ALSO?

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline

SEARS

Auto Center

TAG #		VEHICLE INFORMATION		YEAR / MAKE / MODEL		INITIAL ESTIMATE		REVISED ESTIMATE		CREATED BY	
[REDACTED]		LICENSE #		COLOR		PARTS \$81.99				278549	
V.I.N.		LOCATION		TIME IN		LABOR \$17.69				FINANCED BY	
TIME IN 07:43 PM		TIME OUT		ODOMETER IN		OTHER \$0.00				278549	
ODOMETER OUT		DATE/TIME OF ESTIMATE 06/12/2000		DATE/TIME OF REVISED		TAX \$6.68				PAYMENT TYPE	
		07:43 PM				TOTAL \$106.36				CASH ☐	
CREDIT ☐		AUTHORIZATION BY		IN PERSON ☐		PHONE NUMBER CALLED				CHECK ☐	
CONTACTED BY		DATE		TIME							

PREVIOUS TIRE HAD BLUETOOTH --- 7/28/99

See reverse for important warranty terms and other information.

WHL TORQUE SPECIFICATION

CUSTOMER APPROVAL

QTY	ITEM	DESCRIPTION OF MERCHANDISE	PRICE	EXTENSION	TECH.
1	PS 0557343	DESCRIPTION OF MERCHANDISE	\$9.99	\$9.99	
1	LB 1901200	BALANCE LIFE OF TIRE	\$2.50	\$2.50	
1	PS 0558241	VALVE RUBBER STEP	\$7.70	\$7.70	
1	LB 1901205	ROAD HAZARD PLUS AGENT	\$1.50	\$1.50	
1	AC 180021	LOCAL TIRE DISPOSAL	\$1.00	\$1.00	
1	EF 002621	STATE ENVIRONMENTAL FEE			

NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED.

WARRANTY INFORMATION / CSA COMMENTS / TECHNICIAN COMMENTS

TECH COMMENTS:

5/24/99: MICHELIN WEATHERWISE SPEED BELTED RADIAL DISTINCT TREAD DESIGN FOR OUTSTANDING WET TRACTION. NEW DESIGN REDUCES ROLLING RESISTANCE AND SAVES FUEL. 5-SPEED RATED WHITE WALL UPON 480/475.

5/15/99: ROAD HAZARD PLUS SERVICE AGREEMENT: THIS AGREEMENT PROVIDES ADDED BENEFITS OVER AND ABOVE YOUR TIRE WARRANTY. ASK YOUR SALES ASSOCIATE FOR DETAILS.

Calumet City, IL 60441
06/12/2000 07:44 PM

RETAIN FOR COMPARISON WITH MONTHLY STATEMENT OR FOR RETURN OR EXCHANGE.

0557343	QTY:1	
TIRE, PMS7343 H		\$76.99
1901200	QTY:1	
BALANCE, LIFE OF		\$9.99
0558241	QTY:1	
VALVE RUBBER STE		\$2.50
1901205	QTY:1	
ROAD HAZARD, PLUS		\$7.70
180021	QTY:1	
LOCAL TIRE DISPO		\$1.50
002621	QTY:1	
STATE ENVIRONMEN		\$1.00

Parts SubTotal :	\$81.99
Labor SubTotal :	\$17.69
Reductions SubTotal :	\$0.00
SubTotal :	\$99.68
Tax : 8.2502	\$6.68
Total :	\$106.36

Credit Tendered : \$106.36

CARDTYPE : SEARS ACCOUNT
ACCT # : MAXI13112852/000/000
SEARS ACCOUNT TOTAL : \$106.36

PURCHASED UNDER MY SEARS ACCOUNT AND SECURITY AGREEMENT. INCORPORATED BY REFERENCE. I GRANT SEARS A SECURITY INTEREST IN THIS MERCHANDISE UNTIL PAID, UNLESS PROHIBITED BY LAW.
\$106.36

BY [REDACTED]
CHECK # 063410445261

(Page 1 of 1)

RETURN OLD PARTS TO CUSTOMER ☐ ☒

YOU ARE ENTITLED TO RECEIVE REPLACED AND REMOVED PARTS, OTHER THAN EXCHANGED OR WARRANTED PARTS WHICH WILL BE AVAILABLE FOR YOUR INSPECT.

WARRANTY SERVICE: YOU MUST PRESENT YOUR RECEIPT AND THE DEFECTIVE PRODUCT OR THE VEHICLE ON WHICH THE SERVICE WAS PERFORM.