



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

COPIED

Officer

or

up

Reference No.

Reference No.

554685

OFFICE
DEFECTS INVESTIG

Date/Time To Change Number

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of _____ name or address to the vehicle manufacturer.

Signature of Owner

Date 9/12/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of windshield or driver's side)		Make	Model	Year
1 F M D U 2 4 X 8 T U C 1 8 0 7 4		Ford	Explorer	1996
Purchased Date	Dealer's Name	Engine Size (CID/OZ/L)		☐ Turbo
July 3 1996	McCormick Ford	New Gus Johnson Ford		☐ Diesel
☒ New ☐ Used	Dealer's City	State	Zip Code	No. Cylinders
	Spokane	Wash	99213	6
Manufacture Date (on driver's door or pillar)	Transmission Type	Restraint System	Cruise Control	Drivetrain
2-96	☐ Manual ☒ Automatic	☒ Driverside Air Bag ☐ Malinbelt ☒ Passengerside Air Bag ☐ 2-Point Belt ☐ 3-Point Belt	☒ Yes ☐ No	☐ Front ☐ Rear ☒ 4-Wheel
Vehicle Type		Body Style		
☐ Car ☒ Sport Utility ☐ Truck ☐ Motorcycle ☐ Other		☒ 2-Door ☐ 4-Door ☐ Station wagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

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

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
Firestone	Wide vans AT	P225/70R16 109S M/S
No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?
3	Aug 1999 - Nov 5 1999	☒ Yes ☐ No
Mileage at Failure(s)	Vehicle Speed at Failure(s)	NHTSA Previously Contacted?
36,000	45	☐ 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).

As you can see by all the Copies I sent you, There was a real bad thumping noise. I took it to McCormick Ford and they said I had a bad wheel bearing, they could not get to my Explorer until Friday so I took it to Empire Ford, they inspected it and found it was not the wheel bearings but two of the tires, where the tread was starting to separate from the tire causing it to thump. Later in August the same thing happened. I did not think anything about it until all this has come up with Firestone tires I contacted the Firestone dealer and they were next to rude but very firm it was only two 15 inch

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 202-366-7882

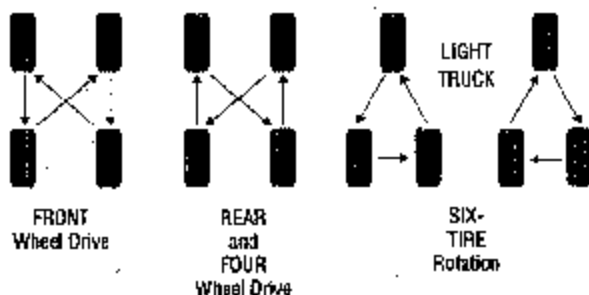
Tires and not the 16 inch. On one of my replacement tires it did the same thing. I do not feel safe at all anymore with the Firestone tires I have on my Explorer. Here is proof that the 16 inch Firestone Wilderness tires are bad. Firestone and Ford say they are fine

www.nhtsa.dot.gov/hotline



VEHICLE
OWNER'S

Rotate tires every 5,000 miles or at the vehicle manufacturer's recommended mileage, if sooner. Individual tire pressures must be checked after rotation and adjusted to the vehicle manufacturer's recommendation for the tire's new location on the vehicle. Vehicle alignment should be checked if irregular wear is evident.



Tire service/customer satisfaction

Normal tire maintenance and warranty services are available at locations across the U.S.A. For more information, please call our Customer Retention Services at:

1-800-367-3872

or write:

Customer Retention Services (c/o Bridgestone/Firestone, Inc.)
2550 West Golf Road
Rolling Meadows, IL 60008

Additional information on the care and service of passenger and light truck tires is available by writing to:

Rubber Manufacturer's Association
1400 K Street, N.W.
Washington, DC 20005

Tire registration

Registration of your tires is an important safety precaution since it allows the manufacturer to notify you in the event of a recall. When you purchase replacement tires at THE STORE we will register the tires for you.

You need not register tires which come as original equipment on new vehicles, as the vehicle and tire manufacturers handle that for you.

Customer, Vehicle, and Tire Identification

Address

City, State, Zip

Tire Brand

☐ **BRIDGESTONE** ☐ **LEMAN**

☒ **Firestone** ☐ **ATLAS**

☐ **OTHER:** _____

Product Information

Serial Numbers

1. _____ 2. _____
3. _____ 4. _____
5. _____ 6. _____

FIRESTONE TIRE & SERVICE CENTERS

CUSTOMER INVOICE
 (F. 0-051622-A)

FIRESTONE TIRE AND SERVICE CENTER
 330 E. 1000 ELLIOT
 SPokane, WA 99204
 (509) 322-0521

Page 1 of 1
 07/12/88

INVOICE
 2167007

DATE RECEIVED: PRICE: 7/12/88 BY: 04 1

DESCRIPTION	QTY	UNIT PRICE	TOTAL	TAX	TOTAL
117 AT TULSA 255TOR1E	1	10.00	10.00		10.00
WHEEL BALANCE, WASHY	1	1.00	1.00		1.00
WHEEL BALANCE, LABOR	1	1.00	1.00		1.00
USE DISPOSAL FERTILIZER	1	1.00	1.00		1.00
ONE CANARD RAPPORT	1	1.00	1.00		1.00
ONE TO 50 BRASSETH	1	1.00	1.00		1.00

ALSO ASSOCIATED: 2. (HAMS 12)

NO LHS 0090 101.07 Acct# 541635010467170 Acct# 148006

SUMMARY:

Parts	11.00
Labor	2.00
USE TO 50	1.00
WA TAX 0.1004	0.10
TOTAL	14.10

Total Tendered 141.27

I have received the above goods
 and services. If this is a credit
 bill, I agree to pay and
 settle with my merchant's agreement.
 (Signature) _____

I acknowledge notice and final
 approval of an increase in the
 original estimated price.

See attached estimate as part
 of this invoice.

Signature of Firestone
 Estimate revised 0 _____
 Date _____

THANK YOU FOR SHOPPING

FIRESTONE TIRE AND SERVICE CENTER
 YOUR SATISFACTION
 IS OUR NUMBER ONE GOAL.

See reverse side for Warranty Information

FIRESTONE TIRE & SERVICE CENTERS

CUSTOMER INVOICE
NO. F-099690-5

FIRESTONE TIRE AND SERVICE CENTER
280 E. MCLELLAN
SPokane, WA 99201
(509) 453-6588

Page 1 of 1
09/19/90

VEHICLE:
88 FORD EXPLORER
4.0 LITRE F.I. 2dr VIN: 8A
Mileage: 21897 Licensed: GOSHEL WA
VIN #

STORA #0206777ED TIRAGE 2/2/91

DESCRIPTION	QTY	UNIT	PRICE	TOTAL	LABOR	TOTAL
WHEEL BALANCE	1	EA	11.01	11.01		11.01
WHEEL BALANCE LABOR	1	HR	0.20	0.20		0.20
ROAD HAZARD WARRANTY	1	EA	0.00	0.00		0.00
TIRE DISPOSAL FIB-CUT	1	EA	0.00	0.00		0.00
Tech: 90 NA FICUL						

Sales Associate: B C CHAMPION

CASH 11.01

Total Tendered 11.01

Change Returned 0.20

Subtotal 11.01
TAX 0.00
TOTAL 11.01

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

I acknowledge notice and give approval of an increase in the original estimated price.

CUSTOMER SIGNATURE
The attached estimate is part of this invoice.

Signature of estimate
Estimate revised 5
Contacted

THANK YOU FOR SHOPPING

FIRESTONE TIRE AND SERVICE CENTER
YOUR SATISFACTION
IS OUR NUMBER ONE GOAL

207646

124851

EMPIRE FORD

INVOICE

West 423 3rd Ave. P.O. Box 78
509-458-3200
SPOKANE, WASHINGTON 99210-0078

PAGE 1

BUS: 624-1282

Service Dir: 509-458-3230

SERVICE ADVISOR: 546 DONALD WEBER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	96	FORD EXPLORER	1FMDU24X8TUC18074	462HBG	36583/36583	T399	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN96			16:00 04NOV98		0.00	CASH	04NOV98
R.O. OPENED		READY	OPTIONS: DLR:74200				
07:42 04NOV98		13:24 04NOV98					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THAT THERE IS A RUMBLING NOISE COMING FROM THE FRONT END. ADVISE. ANOTHER FORD STORE SAID THAT THE WHEEL BEARING IS BAD. NOISE LOUDER RIGHT TURNS							
400 CUSTOMER STATES THAT THERE IS A RUMBLING NOISE COMING FROM THE FRONT END. ADVISE. ANOTHER FORD STORE SAID THAT THE WHEEL BEARING IS BAD. NOISE LOUDER RIGHT TURNS							
				750 CC		45.50	45.50
PARTS:				0.00	LABOR:	45.50	OTHER: 0.00
TOTAL LINE A:						45.50	45.50

ROAD TEST FOR RUMBLE NOISE IN FRONT LOUDER ON RIGHT TURNS INSPECT ON
HOIST CHECKED C/V JOINTS AND WHEEL BEARINGS, NO PROBLEM FOUND ROAD
TEST WITH ANOTHER TECH. SEEMS TO BE TIRES. ROTATE TIRES AND NOISE
FOLLOWED TO REAR WORST TIRE IS LEFT REAR THE CONCERN IS THE TIRES

*Cost with
call Bret
8-9-98
between
255/70 16
Wilderness AIT
PAID
CASH*

....Compare Service, Too!

We guarantee our service work for 90 days or 4000 miles, whichever comes first, if repairs or replacement fall in normal service within that period, we will fix it free of charge. Parts and labor 12 months / 12,000 miles on new installed parts.

We give you a report card....You give us a grade. Our goal: No unhappy owners.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of the merchandise. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to make any statement in connection with the sale of this merchandise.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	45.50
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUNSET AMOUNT	0.00
AMSC. CHARGES	0.00
TOTAL CHARGES	45.50
LESS INSURANCE	0.00
SALES TAX	3.69
PLEASE PAY THIS AMOUNT	49.19

CUSTOMER COPY

See reverse side for Warranty Information

FIRESTONE TIRE & SERVICE CENTERS

DETROIT, MICHIGAN
11-5-98

FIRESTONE TIRE AND SERVICE CENTER
3RD & MCLELLAN
BROOKLINE, MI 48304
(508) 658-2565

11-5-98

VEHICLE:
1997 FORD EXPLORER
4.0 LITER V6 2000 VIN: 1F3P...
Mileage: 10000 License: 3C6001
VIN: 1F3P...



SALES PRICE: \$15,000.00
TAX: \$1,000.00
EXCISE TAX: \$1,000.00
TOTAL: \$17,000.00
FINANCE CHARGE: \$1,000.00
TOTAL: \$18,000.00

Vehicle: 1997 FORD EXPLORER
VIN: 1F3P...
Mileage: 10000
License: 3C6001
Sales Price: \$15,000.00
Tax: \$1,000.00
Excise Tax: \$1,000.00
Finance Charge: \$1,000.00
TOTAL: \$18,000.00

I have received the above goods
and services. If this is a credit
and purchase, I agree to pay and
comply with my purchaser agreement
and the dealer.

I acknowledge notice and
approve: if an increase in the
original estimated price.



Signature of Buyer
Signature of Dealer
Date: 11-5-98
Contact: 11-5-98

THANK YOU FOR SHOPPING

FIRESTONE TIRE AND SERVICE CENTER
YOUR SATISFACTION
IS OUR NUMBER ONE GOAL

See reverse side for Warranty Information

Ford Motor Company

August 28, 2000

42136048



|||||

1996 Ford Explorer
Vehicle ID #: 1FMDU24X8TUC18074

Dear David W. Anderson:

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.

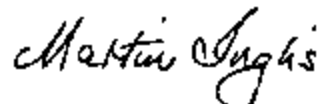
In an effort to answer your questions, this letter is to inform you that, according to our records, your 1996 Ford Explorer with factory-equipped tires *is not* affected by this recall. The only tires involved in this recall are certain Firestone 15-inch light truck and SUV tires.

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,



Martin Ingalls
Vice President, Ford North America