



**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

Approved: O.M.B. No. 2127-0069

**POSTED**

FOR AGENCY USE ONLY

Date Received  
 RECEIVED  
 00 OCT -3 PM 1:31

Office  
 DEFECTS INVESTI

Reference No.  
**555337**

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**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 9/25/2000

**PRODUCT INFORMATION**

Vehicle Identification No. (VIN) <small>(17 Digits)</small>		<small>Located at bottom of windshield on driver's side</small>		Make <u>Mercury</u>	Model <u>Mountaineer</u>	Year <u>1997</u>
4 M 2 D U 5 5 P 8 V U J 2 9 9 9 4				1997	Mountaineer	1997
Purchase Date	Dealer's Name			Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's City <u>St. Charles</u>			State <u>IL</u>	Zip Code <u>60174</u>	<input type="checkbox"/> Diesel
Manufacture Date (on driver's door or pillar)	Transmission Type	Restraint System		Cruise Control	Drivetrain	Vehicle Type
	<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input type="checkbox"/> Driverside Air Bag	<input type="checkbox"/> Motorbell	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input checked="" type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other
		<input type="checkbox"/> Passenger Air Bag	<input type="checkbox"/> 2-Point Belt			Body Style
		<input type="checkbox"/> 3-Point Belt				<input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

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

Part Name(s) <u>Wilderness AT Tires</u>	Location <u>(ALL)</u> <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Brand <u>Firestone</u>	Tire Name <u>Wilderness AT</u>	Complete Tire Size <u>P235/75 R15</u>
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s): <u>See Below</u>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No
		NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

**APPLICABLE INCIDENT INFORMATION**

*(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)*

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). Our Tires are Wilderness AT P235/75 R15 DOT W2 HL 1PY 426. We realize they are not. The VD code that has been recalled - BUT - they have hairline cracks exactly where reports show the tread peeling away from the tire body (see photo). We have called Firestone and checked with some Firestone stores and are told that they are OK because they are not on your list either. How can they be "OK" with cracks (the only one on the tire) at the danger zone? Please widen your investigation and include all Wilderness AT Tires. Our lives are at stake here. One of the Firestone stores would

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

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

replace our tires. With 36,000 miles on a 50,000 mile tire that does not help much plus this is not solving the problem - only hoping it will go away. Help!

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



**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 (VOQ)**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM

OR

**DASH 2 DOT**

and dial toll free at

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(DASH) 2 DOT



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National Highway Traffic Safety Administration

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