



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

POSTED

FOR AGENCY USE ONLY

Od. or _____
rt. dt. _____
ed. rt. _____
up. _____
Reference No. _____

RECEIVED

10 OCT -5 AM 11:11

OFFICE

DEFECTS INVESTIGATION

555434

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 9-25-00

PRODUCT INFORMATION

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

Make ACURA

Model

Year

1602K5272XZ229336

4dr Sedan

1999

Purchased Date

Dealer's Name

Starn of Tucson

Engine Size (CID/CCH) 1.9L

☐ Turbo
☐ Diesel

☒ New ☐ Used

Dealer's City

TUCSON

State AZ

Zip Code 85712

No. Cylinders 4

☒ Gas
☐ Fuel Injection

Manufacture Date (on driver's door or pillar)

Transmission Type

☐ Manual

☒ Automatic

Restrain: System

☒ Driverside Air Bag

☐ Motorbelt

☒ Passengerside Air Bag

☐ 2-Point Belt

☒ 3-Point Belt

Cruise Control

☐ Yes

☒ No

Drivetrain

☒ Front

☐ Rear

☐ 4 Wheel

Vehicle Type

☒ Car

☐ Van

☐ Mini van

☐ Other

☐ Sport Utility

☐ Truck

☐ Motorcycle

☐ Other

Body Style

☐ 2-Door

☒ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Firestone
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

Firestone

Tire Name

radial

Complete Tire Size

185-65 R15

No. of Failures

1

Date(s) of Failure(s)

09-24-2000

Mileage at Failure(s)

approx 9,000

Vehicle Speed at Failure(s)

moderate

Failed Part(s) Available?

☐ Yes ☒ No

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

Number of Fatalities

Reported to Manufacturer

☐ Yes

☐ No

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

See enclosure

Continue on back

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

To: National Highway of Traffic Safety ADM.
From: Betty J. Colton
Re: Firestone Tire Recall

I received a letter from Bridgestone / Firestone Inc, in Sept, 2000 informing a potential hazard in regard to our tires, the tires are making noises and are vibrating which is a serious matter of concern. We took the car in as requested for correction. The Firestone Rep informed us abruptly that our tires were not covered. He was rude and refused to listen to our complaint. I then called the Hot-Line and a very kind lady (Tina) informed me that the coverage for defective tires had been extended. She sent me a form to submit. -Find enclosed.

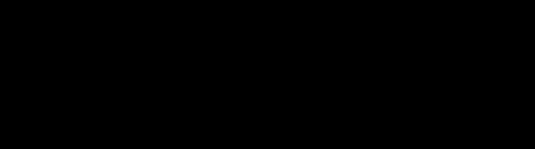
Meantime we took the form to another Firestone dealer who informed me again my tires were not inclusive in the recall. He did check our tires and assured us they were in safe order.

I further must add our back right tire went flat we took it to be repaired to another tire dealer and the mechanic informed us the tires inner wall was deteriorated and could not be fixed. (4-2000) resulting in the expense of a tire replacement.

I do not understand if there was no problem with our tires why did the Firestone Tire Co, send us a notice that there could be a safety factor then when we pursued the situation we were informed it was an error by Firestone and also exploitation by the media.

Frankly I feel very uncomfortable about having those tires on my car my safety is being threatened. I am only asking for what is fair. We need to have these tires dependable and comfortable for us to travel with safety our prime concern.

Most respectfully,



Car ID 1999 Saturn SL2 vin 1g8zk5272xz229336
TireID Firestone Radial #1855-65 R15

Please take this letter and the reply card with you to the retailer location. At the completion of service the dealer will complete the necessary information and return the reply card. If a replacement tire(s) is not available, you will receive a "raincheck" from participating retailers and will be notified by your dealer or store when your tire(s) is available.

Inappropriate tire maintenance, particularly underinflated operation, improper tire repairs, and tire damage may cause tread belt separation. To reduce the potential for such an occurrence, you should make sure your tires are properly maintained and properly inflated.

Tire tread belt separation may be evidenced by irregular tread wear and noise or vibration. If you detect such irregular tread wear, noise or vibration, you should immediately have your tires checked by a qualified tire service facility. If you do not act when you notice irregular treadwear, noise or vibration, your tires may experience a tread belt detachment while you are driving.

Bridgestone/Firestone further recommends that owners of Ford Explorers, Mercury Mountaineers, and Mazda Navajos maintain a tire pressure of 30 p.s.i. in all Firestone tires on their vehicles. The Ford Motor Company has indicated this pressure for Firestone tires is in an acceptable range for these vehicles.

If you believe we have failed or are unable to effect the remedy without charge as described in this notification, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC, 20590 or call toll-free the Auto Safety Hotline at 1-800-424-9393.

We regret the inconvenience which this recall may cause you, but we are certain you will understand our interest in your safety and satisfaction with Firestone tires and we urge you to act immediately.

Very truly yours,



Bridgestone/Firestone, Inc.

FREE CUSTOMER FLAT REPAIR



FREE CUSTOMER ROTATION

4477301

DATE 04-24-2000 9:30 AM

SC
T

AZT 07 1

STORE # 11111111

ART 1102

SALESPERSON

6616 E. TANKER VEHICLE RD

STORE ADDRESS

TUCSON AZ 85715-0000

CITY STATE ZIP

CODE	CC	QTY	SIZE	DESCRIPTION	F.E.T.	PRICE	AMOUNT
19464	1	1	P185/65R-15 B&S	ALL SEASON P185 CLASSIC		42.00	42.00
80075	1	1	STATE REQUIRED	ENVIRONMENTAL FEE		0.54	0.54
80015	1	1	SPIN BALANCING	COMPUTER SPIN BALANCE		9.99	9.99

NAME _____ NAME _____

TORQUE MASTER

AIR & PROTS

DATE _____

MASTERCARD: JACOBSON 1000171 B01 1201 00171 1201

TOTAL: 59.15

MASTERCARD: 59.15

TENDERED: 59.15

WORK ORDER

- ☐ REPAIR
☐ ROTATION
☐ REBALANCE
☐ MOUNTING
☐ AIR CHECK
☐ RETURN TIRES
☐ CHANGE SNOWS

LF

RF

LR

RR

S

CUSTOMER
INITIALS

X

Customer Signature

Cardholder acknowledges receipt of goods and/or services in amount of the Total shown hereon and agrees to perform obligations set forth in the Cardholder's agreement with the lessor.