



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 **QC, POSTED**
RECEIVED
OCT 11 AM 9:24
Office of Defects Investigation
555566
Telephone Number (ENCLAND)

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, the report will be sent to the vehicle manufacturer.

CAR RENTER

Signature of Owner

Date 6/10/2000

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 1FAFP6637XK185484										Make FORD		Model CONTOUR		Year 1999	
Purchased Date UNK		Dealer's Name RENTED FROM HERTZ, NEWARK AIRPORT						Engine Size (CID/CC/L) UNK		☐ Turbo ☐ Diesel					
☐ New ☐ Used		Dealer's City NEWARK						State NJ		Zip Code					
Manufacture Date (on driver's door or pillar) UNK		Transmission Type ☐ Manual ☒ Automatic		Restraint System ☒ Driverside Air Bag ☐ Motorbelt ☒ Passengerside Air Bag ☐ 2-Point Belt ☒ 3-Point Belt TYPE BELT UNK		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					

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) SUSPECTED TIRE		Location ☒ Left ☐ Right ☐ Front ☒ Rear		Failed Part(s) ☒ Original ☐ Replacement		Handicap Adaptive Equip ☐ Yes ☐ No	
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand FIRESTONE		Tire Name FIREHAWK		Complete Tire Size 205/60 R15	
No. of Failures		Date(s) of Failure(s) APPRX 10,000		Failed Part(s) Available? ?	
		Mileage at Failure(s) APPRX 60 MPH		☐ Yes ☐ No	
		Vehicle Speed at Failure(s)		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 WIFE (WHIPLASH)		Number of Fatalities NONE		Reported to Manufacturer ☐ Yes ☒ No	
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). **ON 19 SEPTEMBER 1999 AT APPRX 10:00 AM, WHILE DRIVING EAST ON I-80 IN PENNSYLVANIA ON THE INSIDE LANE, THE CAR SUDDENLY WENT OUT OF CONTROL, SWERVED FROM SIDE-TO-SIDE, THEN LEFT THE ROAD SURFACE ONTO THE MIDDLE GRASSY AREA, SPUN AROUND & CAME TO A STOP FACING TRAFFIC GOING THE OPPOSITE DIRECTION. JUST BEFORE THIS HAPPENED, I FELT A SOFT DROP OF THE REAR OF CAR ON DRIVERS SIDE. MY WIFE SAID SHE HEARD A "BANG", BUT I DIDN'T NOTICE THAT. I TOLD MY WIFE, WHILE GOING OUT OF CONTROL, THAT I THINK WE HAVE A BLOW-OUT. THAT IS THE WAY THE CAR HANDLED. WHEN** 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 202-355-7882

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

WE STOPPED, I IMMEDIATELY CHECKED THE TIRE ON REAR OF DRIVERS SIDE. I WAS SURPRISED THAT IT WAS INTACT, AND SEEMED OK. I WAS ABLE TO DRIVE THE CAR, BUT COULDN'T TRUST IT ANYMORE. WE NOTIFIED POLICE AT EXIT 43, BLAKESLEE PA. THEY TOLD US TO DRIVE TO WILKES BARR AIRPORT + TURN IT INTO HERTZ. WE DID THIS. THE CAR WAS INSPECTED IN JANUARY AFTER WE NOTIFIED HERTZ CLAIMS OFFICE, PITTSBURG, PA. THEY FOUND NOTHING WRONG, THOUGH ON INSPECTION REPORT THERE WAS NO INDICATION THAT TIRES WERE REMOVED FROM RIMS. I THINK THAT A THOROUGH INSPECTION OF TIRES WOULD HAVE FOUND FAULT THE NIGHT BEFORE ACCIDENT, WE SMELLED BURNING RUBBER AFTER WE STOPPED, BUT COULDN'T FIND ANYTHING WRONG. I DID NOT SUSPECT TIRE BURNING AT THE TIME.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S**

**QUESTIONNAIRE
(V00)**

DOT AUTO SAFETY HOTLINE

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OR

DASH 2 DOT

and dial toll free at

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QUESTIONS

These are questions that have been bugging my wife and I since the accident. My wife is a nervous wreck while in the car since the accident and I am constantly reminded of it while on the road.

1. I filled out an accident report shortly after the accident when I turned in the car to Hertz at Wilkes Barr/Scranton Airport. This accident report indicated that the car was unsafe to drive.

- a. What happens to this report?
- b. Is there any further action, or is it filed away?
- c. Does anybody read the reports, or even look at them?

2. The inspection of the car by "disinterested" inspection service was completed on 14 Jan 2000. The inspection report indirectly notes that damage to the left-rear quarter panel of the car was repaired in October 1999.

- a. What other repairs were done on the car at this time?
- b. Was it known during these repairs that the car had run out of control for no apparent reason?

3. When I turned in the car on September 30, 1999 it had approximately 10,000 miles on the odometer. When car was inspected on January 14, 2000, the odometer reading was 16,231 miles. This indicates to me that the car was probably rented out to someone else, unless they drove 6000 miles around the Hertz parking lots.

- a. Was this car rented out to another customer in a potentially dangerous state?
- b. Is the car still on the road?, or were the tires changed and all is well now?

4. If the tires did not cause this accident, what else could have caused it? The roads were in good repair, it was a clear, dry day and I was driving comfortably and under speed limit. Is it possible that the car could have had something wrong at the time and shortly thereafter it corrected itself? I doubt it. How come they didn't find anything wrong during the inspection?

5. Why did I pay over \$1500 for the "privilege" of renting this vehicle???

