Form Approved: O.M.B. No. 2127-0008

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

QC'd

FOR AGENCY USE ONLY

Date Received
RECEIVED
2000 OCT 11 AM 10: 30
OFFICE OF DEFECTS INVESTIGAT

POSTED
Copied

Component
rt dt
od_rt
Aux. ltr
Reference No.
555572

[redacted]

OWNER INFORMATION (Type or Print)

[redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the ab[redacted]ovide your name or address to the vehicle manufacturer.

TIRE

Signature [redacted] Date 10/5/2000

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) (Located at bottom of windshield on driver's side)	Make	Model	Year

Purchased Date ☐ New ☐ Used	Dealer's Name / Dealer's City	State	Zip Code	Engine Size (CID/CCM) / No. Cylinders	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

Manufacture Date (on driver's door or pillar)	Transmission Type	Restraint System	Cruise Control	Drivetrain	Vehicle Type	Body Style
	☐ Manual ☐ Automatic	☐ Driverside Air Bag ☐ Motorbelt ☐ Passengerside Air Bag ☐ 2-Point Belt ☐ 3-Point Belt	☐ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ 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
		☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement	☐ Yes ☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

TRACTION A TEMPERATURE B

Tire Brand	Tire Name	Complete Tire Size	TREADWEAR
COOPER	STEEL BELTED RADIAL MS COOPER LIFELINER CLASSIC	P215/70R15	420

No. of Failures	Date(s) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
1	AUG 28, 2000 30,000 APPROXIMATE APPROXIMATELY 60	TIRE NO THREAD ☒ Yes ☐ No	☐ Yes ☒ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach 4 photos if available.)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer
☐ Yes ☒ No	☐ Yes ☒ No	NONE	NONE	☒ Yes ☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). AUGUST 28, 2000 ON N.J. TURNPIKE BETWEEN EXIT 8 & 9 TRAVELING AT ABOUT 60 MILES TIRE THREAD CAME OFF, HIT CAR CAUSING DAMAGES ON DRIVERS SIDE (AS SHOWN IN PICTURES AND ESTIMATE ENCLOSED) CAUSING CAR TO SWERVE INTO THE MIDDLE AND RIGHT HAND LANES. FORTUNATELY ON COMING TRAFFIC MISSED HITTING US. BROUGHT TIRE TO ROLI TIRE IN FARMINGDALE NY WHERE I PURCHASED IT THEY SAID AN ADJUSTER WOULD LOOK AT IT AND DID NOT MAKE ANY ADJUSTMENT I FEEL THIS IS THE FAULT OF THE MANUFACTURE. I HAVE SENT A LETTER TO COOPER RUBBER CO. AND EXPLAINED THE SAME THING I AM TELLING YOU. WAITING FOR SOME ANSWERS. TIRE IS TRACTION A - TEMPERATURE B - TREADWEAR 420 RADIAL MS

Continue on back.

Mail postage free or fax to 202-366-7882

Jiffy Lube # 1099
EMPIRE LUBE INC. 1
4000 HEMPSTEAD TPKE
BETHPAGE, NY 11714
(516) 735-4550

Signature Service

DATE 08/24/00 11:00
INVOICE NO. 1099 5/0057 [illegible]
TRANSACTION NO. [illegible]
EMPLOYEES TM11 TSW AK
JK

CUSTOMER INFORMATION

[redacted]

VEHICLE INFORMATION

YEAR 985
MAKE MERCURY
MODEL GRAND MARQUIS
ENGINE 5.0L 8Cyl (F) Fuel Injected (1)
LICENSE PLATE [illegible]
ALTERNATE ID
MILEAGE 93,885

FLEETS

NOTE! AS YOU CAN SEE CAR WAS CHECKED BEFORE going ON THIS TRIP. 8/24/2000

SERVICE HISTORY

DATE	MILEAGE	SERVICES
08/24/00	93,885	SS AF BR PCV

SERVICE CHECKLIST

Service	Result
• Change Oil	CHANGED
• Change Oil Filter	CHANGED
• Check Air Filter	REPLACED
• Check Wiper Blades	OK
• Vacuum Floors	COMPLETED
• Wash Exterior Windows	COMPLETED
• Additional Services Performed as Needed:	
Lubricate Chassis	09 ZERKS
Transmission/Transaxle Fluid Level	OK
Differential Fluid Level	OK
Power Steering Fluid Level	OK
Windshield Washer Fluid Level	ADDED
Battery Water Level	OK
Tire Pressure	35 R35
BREATHER ELEMENT	REPLACED
PCV VALVE	REPLACED
COOLANT LEVEL	LEVEL OK

DESCRIPTION

DESCRIPTION	QTY	PRICE
SIGNATURE SERVICE	1.00	7.99
SIGNATURE SERVICE CHECK	1.00	0.00
PENNZOIL OIL FILTER #P21	1.00	0.00
PENNZOIL 10/30 MOTOR OIL	5.00	0.00
AIR FILTER # PZA16	1.00	7.99
PCV VALVE # CV02B	1.00	8.99
BREATHER ELEMENT #BF675	[illegible]	[illegible]

GROSS SALES	50.96
NET SALES	50.96
SALES TAX	4.33
TOTAL	55.29
VISA	55.29

SERVICE COMMENTS

QUALITY INSPECTION BY R. [illegible]
FREE REFILLS AVAILABLE
HAVE A NICE DAY
THANK YOU AND
RADIATOR SERVICE RECOMMENDED
TRANSMISSION SERVICE REC.

MESSAGES

Recommend next service on November [illegible] or 96,885 miles. VISA
HAVE US RECHARGE YOUR A/C SYSTEM WHILE YOU WAIT! 4[illegible]
FREE REFILLS AVAILABLE! [illegible] APP [illegible]

[redacted]

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

Estimate Report

NAME [redacted] DATE 4/24/00 WORK PHONE _____ HOME PHONE _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____

YEAR 85 MAKE MERCURY MODEL GRAND MARQUIS I.D. NO. _____

PAINT CODE _____ PROD. DATE _____ TRIM _____ MILEAGE _____ LICENSE NO. _____ DATE OF LOSS _____

WRITTEN BY _____ INS. CO. _____ FILE NO. _____ CLAIM NO. _____ P.O. NO. _____

ADJUSTER _____ LIC. NO. _____ PHONE _____ Deductible/Betterment _____

Line No.	Re-pair	Re-place	N = NEW U = USED — DETAILS OF REPAIR — R = REPAIR S = STRAIGHTEN R/C = RECYCLE/RECHROME/RECORE	PARTS		LABOR		PAINT		SUBLET/MISC.		PART NO.
1		X	PARK LAMP ON LT FENDER	57	38		5					
2	X		LT FENDER			2	5	2	5			
3			CLEAR COAT						5			
4			RT W/O MLDG CHROME				4					
5	X		LT RT DOOR COVER			3	-	2	-			
6			CLEAR COAT						5			
7		X	REPLACE MLDG LOWER CHROME	88	98		5					
8			MIST COAT						5			
9			BLEND ADJ. PANELS					1	-			
10			BEZEL ON PARK LAMP	31	44							
11												
12												
13												
14												
15												
16												
17												
18												
19												
20			EARCOVER							5	-	
21												
22												
23												
			TOTALS			6	9	7	-	5	-	

I hereby authorize the above work and acknowledge receipt of copy.

Signed X _____ Date _____

FRANK P. VOLPE

Fax 516-822-1429

B.V.F.
AUTO BODY, INC.
HICKSVILLE, NY

223/225 W. John St.
516-433-1818

334 W. Old Country Rd.
516-822-9500

THIS AUTHORIZATION PERMITS THIS SHOP TO DISMANTLE ANY PART OR PARTS FOR FURTHER EXAMINATION FOR THE SOLE PURPOSE OF WRITING A MORE ACCURATE ESTIMATE. ON ALL INSURANCE ESTIMATES THE OWNER IS LIABLE FOR LABOR IF THE VEHICLE IS NOT REPAIRED BY THIS SHOP, WHICH IS NOT RESPONSIBLE FOR LOSS OR ANY DAMAGE, INCLUDING BUT NOT LIMITED TO THEFT OR FIRE TO VEHICLE WHILE IN STORAGE OR ROAD TESTING.

Signature X _____

PARTS *Prices subject to invoice*	$	177 80
LABOR 6.9 hrs. @ 50	$	345 —
Shop Supplies		
PAINT 7 — hrs. @ 50	$	350 —
Paint Supplies	$	111 —
Towing/Storage	$	
Sublet/Miscellaneous	$	5 —
EPA/Waste Disposal Charge	$	3 —
SUB TOTAL	$	999 50
TAX	$	84 95
TOTAL	$	1084 45

ALL WORK GUARANTEED

MAJOR BRANDS NEW TIRES

WHOLESALE AND RETAIL

ROLI RETREADS, INC.

OLIVER PRE-CURE RETREADING

NEW and USED TIRES - TUBES

Phones: 694-7670
694-7675

1010 FULTON STREET
FARMINGDALE, N.Y. 11735

Customer's Order No. [redacted]

Date 6/24 19 94

Sold [redacted]

Address

MDSE. SOLD CASH	MDSE. SOLD CHARGE	MDSE. RET'D CASH	MDSE. RET'D CREDIT	RECD. ON ACCT.-NOTE	MISC'L	PAID OUT

QUAN.	SIZE	DESCRIPTION	PRICE	AMOUNT
2	P205/70R15	COOPER	77.50	155 00
2	MG H&B	Life Line Classic		M/C
2	VALVES			M/C
2	BEAD SEALS			M/C
		PAID		
		VISA		
		Tax		13 17
		Total		168 17

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL.

0910

Salesman

Received by

1½% FINANCE CHARGE ON ALL PAST DUE BALANCES
PURCHASER IS RESPONSIBLE FOR ALL COSTS OF COLLECTION

TIRE IS TRACTION A
TEMPERATURE B
THREADWEAR 420
RADIAL MS