



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

Date Received

OCT 11 PM 12:50

OFFICE
OF INVESTIGATION

Approved: O.M.B. No. 2127-00

FOR AGENCY USE ONLY

Copy
of
advt
up
for

Reference No.

555760

OWNER INFORMATION (Type or Print)

Name **MARCEL**
Street
City
State
Zip

Telephone Number

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 **10/3/00**

VEHICLE INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 1F351G9C8D0100000		Make FORD	Model VAN	Year 1991
Purchased Date 1-8-98	Dealer's Name GG MARCEL & SONS FIRESTONE		Engine Size (CID/CC/L) 2.0	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☐ Used	Dealer's City Houma	State LA	Zip Code 70363	No. Cylinders 4
Manufacture Date (on driver's door or pillar) 1-8-98	Transmission Type ☐ Manual ☐ Automatic	Restraint System ☐ Driverside Air Bag ☐ Passengerside Air Bag ☐ 3-Point Belt ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☐ No	Drivetrain ☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) TIRES	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 FIRES TO NE	Tire Name FR 480	Complete Tire Size P235/75R15
No. of Failures 4	Date(s) of Failure(s) 9-22-00 Mileage at Failure(s) 138559 Vehicle Speed at Failure(s) 0	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 0	Number of Fatalities 0	Reported to Manufacturer ☒ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

**TIRES HAVE SIDEWALL CRACKING WHERE TREAD MEETS
SIDEWALL ON ALL 4 TIRES**

DOT # VDHL1PA 397

397

197

387

CONTACTED NHTSA 9-22-00

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 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

GOODYEAR AUTO SERVICE CENTER

A DIVISION OF THE GOODYEAR TIRE & RUBBER COMPANY

311 BARROW ST.
HOUMA, LA 70360
(504)876-4183
FEDERAL TAX ID# 340253240



INVOICE
062502

PAGE: 02 COPY: 01

09/22/00 09/22/00
09:15 AM 10:25 AM
TERR: 2743
NONSIG: 902743

SLSM TECH	PRODUCT CODE	HC	QTY	DESCRIPTION	CORE	PARTS	LBR/EXCISE	LINE TOTAL
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"JOHN, ONEILL, RUDY, MARK, RAYMOND, SAY THANK YOU AND HAVE A NICE DAY."
REMEMBER TO ROTATE YOUR TIRES EVERY 6,000 MILES. ALIGNMENT SHOULD BE DONE EVERY 12-15,000 MILES.
THANK YOU FOR YOUR BUSINESS. YOUR DOWNTOWN "GOODYEAR GEMINI" REALLY DOES CARE ABOUT YOU AND YOUR CAR!

THIS CUSTOMERS
TIRES ARE NOT
ON THE RECALL

757 G. MARCEL & SONS
Grand Caillou
Houma, LA 70363
872-3556

872-3556



I UNDERSTAND THAT ALL CUSTOM WHEEL LUG NUTS MUST BE RE-TORQUED AFTER 25 MI

IF YOU ARE NOT 100% S
JOHN TRAH
THE STORE MANAGER, AT

*-----
CUSTOMER AUTHORIZATION FOR TOTAL

INVOICE TOTAL

AUTHORIZED BY: SAME
AUTH PHONE.....
REVISED TOTAL. 474.13

AUTH REC'D BY: ONEILL P
AUTH DATE.....
ADD'L AMOUNT.. 420.28

MANNER REC'D.. VERBAL
AUTH TIME.....
REPAIRS DESC..

CHARGED AMOUNT 512.59
STATE TIRE FEE 8.00
TAXABLE AMOUNT 466.13

PARTS TOTAL..... 380.28
LABOR TOTAL..... 82.99
MISC SHOP SUPPLIES. 2.86
SUB TOTAL..... 466.13
SALES TAX..... 38.46
\$512.59

SEE REVERSE SIDE FOR IMPORTANT SAFETY
WARNING AND WARRANTY INFORMATION

HAVE A QUESTION OR PROBLEM?
Call 1-800-367-3872 for more information. We'll have your opinion in as much as your
business. Send us your name, address, phone number and we'll be glad to
CUSTOMER ASSISTANCE LINE
1-800-367-3872

GOODYEAR AUTO SERVICE CENTER

A DIVISION OF THE GOODYEAR TIRE & RUBBER COMPANY
 899 BARROW ST.
 HOUMA, LA 70360
 (504) 876-4183
 FEDERAL TAX ID# 340253240



INVOICE
 062502

09/22/00 09/22/00
 09:15 AM 10:25 AM
 TERR: 2743
 NONSIG: 902743

PAGE: 01 COPY: 01

BILL TO:

PHONE 1..... (504) 594-4538
 PHONE 2.....
 DATE REQUESTED 09/22/00
 TIME REQUESTED
 RETURN PARTS.. NO
 SALESMAN..... 050 / 050

VEH YEAR/MAKE. 91 FORD TRUCK
 VEHICLE MODEL. E150 1/2 TON VAN
 VEHICLE COLOR. BLUE
 LICENSE/STATE.
 ODOMETER IN/OUT 038559 / 038559

ACCOUNT # CDB TC CUST# TYPE/STATE AUTHORIZATION CREDIT CARD NO.
 274300005 M 01 02011 0 LA 022850 5491040552805229

SLSN	TECH	PRODUCT CODE	SC	QTY	DESCRIPTION	CODE	PARTS	LBR/EXCISE	LINE TOTAL
050	054	046-100	R	1	PULLS TO RIGHT		.00	.00	.00
050	054	078-157	R	1	COMP 4 WHL ALIGN-REF THRUST LINE W/RR WH COMPUTERIZED WHEEL ALIGNMENT (NO REAR WHEEL ADJUSTMENTS) MEASURE AND INSPECT TIRES AND ADJUST AIR PRESSURE - INSPECT STEERING AND SUSPENSION COMPONENTS - CORRECT ALIGNMENT ANGLES REFERENCING, COMPENSATING FOR THRUST ANGLE - PROVIDE A COMPLETE ALIGNMENT PRINT-OUT WITH MANUFACTURERS SPECIFICATIONS.		.00	50.99	50.99
030	054	046-100	R	1	TIRE WEAR		.00	.00	.00
050	054	046-100	R	1	PUT LEFT REAR ON RIGHT FRONT		.00	.00	.00
050		727-699-950-0 QTY. 1 NO. MKHLRNR1800 QTY. 1 NO. MKHLRNR489	R	4	P235/75R15 12 WHL HT F BSL TL QTY. 1 NO. MKHLRNR329 QTY. 1 NO. MKHLRNR3400		89.33	.00	357.32
050	054	041-263	R	4	NEW VALVE STEM		2.99	.00	11.96
050	054	044-263	R	4	WHEEL BALANCE - COMPUTER SPIN		2.75	8.00	43.00

CONTINUED NEXT PAGE

DEPT OF TRANSPORTATION
 SAFETY Hotline
 888-327-4236

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.



FRONT
Wheel Drive

REAR
and
FOUR
Wheel Drive

SIX-
TIRE
Rotation

TIRE SERVICE/CUSTOMER SATISFACTION

Normal tire maintenance and warranty services are available at locations across the U.S.A. and Canada. For more information, please call the Technical Service Department U.S.A.: (1-800-356-4644) or Canada: (1-800-267-1318).

Additional information on the care and service of automobile tires is available by writing to the:

Rubber Manufacturers 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 an Independent tire DEALER or a BRIDGESTONE/FIRESTONE, INC. Affiliated Dealer, you will be provided with a registration card on which the tire serial numbers have been recorded. Be sure to fill in your name and address on this card and mail it promptly. 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

Customer name

ORIGINAL INVOICE #

DATE OF PURCHASE

1-8-98

Year of Vehicle

1991

Make of Vehicle

Ford

Model of Vehicle

Van

Beginning Mileage

104,010

Tire Brand

☐ BRIDGESTONE

☐ SEIBERLING

☒ FIRESTONE

☐ LEAMING

☐ DAYTON

☐ TRIUMPH

☐ OTHER:

Product Information

TIRE SIZE	TIRE TYPE	SPEED RATING	MILEAGE WARRANTY
235/75 R15	FR480		

Serial Numbers

1. VDH LIPA 397 2. VDH LIPA 397

3. VDH LIPA 197 4. VDH LIPA 387

5. _____ 6. _____

MILEAGE WARRANTY CERTIFICATE

G. G. MARCELA, SON
ONE DEALER MUST STAMP TO BE VALID
1306 Grand Caillou
Houma, LA 70363
(504) 872-3556

