



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

**COPIED
RECEIVED**

POSTED

Off. or
Contract
up. ltr

Reference No.

OFFICE
DEFECTS INVE

556050

OWNER INFORMATION (Type or Print)

Name [Redacted]
State [Redacted]
City [Redacted]

Daytime 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

Date 10/02/00

VEHICLE INFORMATION

Vehicle Identification No. (VIN) (17 Digits) <u>1FMDU434X3T4C17405</u>		Make <u>FORD</u>	Model <u>EXPLORER</u>	Year <u>1996</u>
Purchased Date <u>APRIL 1992</u>	Dealer's Name <u>TERRY FORD-NOW SAWGRASS FORD</u>		Engine Size (CID/GCC/L) <u>6</u>	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☐ New ☒ Used	Dealer's City <u>PAMPANO-NOW SUNRISE</u>	State <u>FL</u>	Zip Code	No. Cylinders <u>6</u>
Manufacture Date (on driver's door or pillar)	Transmission Type ☐ Manual ☒ Automatic	Restraint 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 ☒ 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) <u>FIRESTONE TIRES</u>	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 <u>FIRESTONE</u>	Tire Name <u>WILDERNESS</u>	Complete Tire Size <u>P-255/70R16 109S M&S</u>
No. of Failures <u>2</u>	Date(s) of Failure(s) <u>12/30/99 + 7/13/00</u>	Failed Part(s) Available? ☐ Yes ☒ No
Mileage at Failure(s) <u>44380 + 49252</u>	Vehicle Speed at Failure(s) <u>INSPECTION BY ASE MECHANIC</u>	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
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

PRESENT TIRES RF 1RD 2000

RR 1RD 209

LR 1RD 423

LF 1RD 2000

TIRE THAT HAD SPLITS WERE TURNED IN WHEN REPLACED. THE FACT
THAT THESE 16" TIRES HAD SPLITS WHEN THERE WAS APPROXIMATELY
20,000 MILES OF GOOD TREAD REMAINING PROVES 16" TIRES

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

What is being done for the owners of vehicles equipped with Firestone Tires? I own a 1996 Ford Explorer, Eddie Bauer equipped with 16" Firestone Tires. Ford Motor Company wrote me that my tires were safe and not to be recalled.

From recent information on Firestone Tires and the Ford Explorer I know Firestone Tires to be unsafe.

I have my tires rotated on a regular basis and keep the air at the recommended pressure. December 30, 1999, before leaving on a trip, I had my tires inspected. The front left tire had approximately a twelve inch crack or split. The tires had good unworn tread, estimated about 20,000 miles remaining. Immediately I had two new tires installed on the front, balanced and aligned, ~~Wilderness~~ AT- exactly what came on the vehicle. I was told, by the tire company, if only replacing two tires they should match the rear tires to have perfect gripping action.

Before leaving on a trip in July, 2000, I had the tires inspected again. The right rear tire had approximately a four inch crack or split in the tire. I immediately replaced these tires, also with Firestone Tires that were purchased on the vehicle. This was to match the tires previously installed on the vehicle.

Both inspections were made by and certified ASE mechanic, with 20 years experience in the business. He has stated he would testify that the 16 inch tires were bad. He did not work for the tire company and in no way benefited from my purchasing new tires.

To quote The Wall Street Journal, September 6, 2000: "Government investigators discovered after the earlier recall that Firestone had been adding too much of an adhesion-boosting compound to the rubber that holds the steel belts together. Over a long period of time, it turned out that the compound, Resorcinol, had the opposite of its intended effect, lessening adhesion and contributing to tires falling apart." I contend the same formula is used in all Firestone Plants, on all their steel belted tires. If making a cake you use the same receipt for two small cakes as you do a larger cake and only change the size of the pan. Tires would be the same, ingredients are the same, only the size of the tire differs.

The Herald states: " Firestone has recalled the 15-inch Wilderness AT tires made only at its Decatur, IL facility." Yet there are recorded tires blowouts on Firestone's Wilderness AT made in their Wilson, NC plant, and Steel Tex RS4 Radial tires made at a Firestone plant in Mexico. Also included in The Herald articles: "And it refused to extend the recall to 1.4 million additional Firestone tires that federal regulators said could pose a safety risk and should be replaced. As a result, the NHTSA put out a consumer warning that covers additional 15-inch Wilderness AT, ATX and ATX II tires, and some 16-inch models of the same brands, which the agency says are susceptible to tread separation." Why aren't these tires being recalled?

Had Ford and Firestone been honest and let the public know there was a problem, when they became aware of the problem, many lives and injuries would have been eliminated. Also, I would have replaced my tires with a different brand and not jeopardizes my safety and possible accident. Because of this deception and no change in production, Firestone should recall all tires made this way regardless of size.

I want my tires replaced with a different brand to insure mine and others safety.

HAMILL'S FIRESTONE STORE
 2425 North Andrews Ave. Phone: 564-4361
 Ft. Lauderdale, Florida 33311

NAME _____

DATE 7/13/60

ADDRESS _____

YOUR VEHICLE NEEDS

TIRES ☐ TUNE-UP ☐
 ALIGNMENT ☐ BRAKES ☐
 SUSPENSION ☐ OTHER ☐
 SHOCKS ☐

DELIVER TO _____

MV-00527

VEHICLE Explorer YEAR _____

LICENSE NO. _____

TIME PROMISED _____

MILEAGE 1952

PHONES-BUS. _____

HOME _____

ORDER NO. _____

QUAN.	SIZE OR STOCK NO.	DESCRIPTION	PRICE	AMOUNT
2		STATE DISPOSAL TAX	100	200
2	255/20R16	WALDMAN'S AT	89.99	179.98
2	Waldman	175mm 200		400
2	3pm Waldman	200		1400
				<u>199.98</u>

**ALL WORK GUARANTEED FOR
 6000 MILES OR 6 MONTHS
 WHICHEVER OCCURS FIRST**

*On Front
 Front to Rear*

SALES TAX

12.00

PLEASE READ CAREFULLY. CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

____ I REQUEST A WRITTEN ESTIMATE.
 ____ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$
 THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 ____ I DO NOT REQUEST A WRITTEN ESTIMATE.

Signed: _____ Date _____

TOTAL

211.98

CHECK CASH

AMEX	CHG	FIRE
VISA	MC	DISC

FINANCING TERMS: NET FIRST 10% DOWN. CUSTOMER AGREES TO PAY INTEREST OF 14% PER MONTH ON ALL PAID DUE ACCOUNTS, TOGETHER WITH ALL REASONABLE COSTS OF COLLECTION. CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS TICKET AND SUBJECT TO PRIOR APPROVAL PLUS A REBUNDING CHARGE OF 10%.

WORK AUTHORIZED
 AND RECEIVED BY: _____

NO. 34460

CUSTOMER COPY

OLSON TIRE/TOTAL CAR CARE
 6221 NW 9TH AVENUE, FT. LAUDERDALE, FL 33309 (954)267-9594
 Florida Motor Vehicle Repair Shop Registration No: AR-36294

INVOICE

INVOICE-R
 STORE# 06-18

DATE: 12-30-99
 PAGE: 1

INVOICE#: 0618-6087

SOLD TO:



34

VEHICLE: 1996 FORD EXPLORER 4X4 MILEAGE: 44300 TAG#: FL-9EM08E

CASHIER#: GARY WIRT

QTY	UNIT#	FET#	EXTEND#	MISC NOTES
2	21 FS 065463	25570R15	WILDERNESS A/T OIL	199.90
2	21 DO 240		STATE NEW TIRE FEE	2.00
2	21 DO 6180		TIRE DISPOSAL CHARGE	2.00
2	21 DO 13141	PACKAGE DEAL	DRIVE PERF PKG & LIFETIME BAL	33.98
2	21 DO 13491	ABOVE INCLUDES	LIFETIME WHEEL BALANCING	0.00
2	21 DO 1372	ABOVE INCLUDES	TIRE VALVES	0.00
2	21 DO 1311	ABOVE INCLUDES	PASSENGER TIRE R/H	0.00
1	99 DO 13101		PASSENGER TIRE COUPONS	20.00
	NEW ON FRONT BEST TO REAR....			
1	21 DO 13402		FRONT-END ALIGNMENT	39.99
1	99 DO 1377		SHOP SUPPLY / ON HAZ MAT DISPOSE	1.92
			SUB TOTAL	259.87
			SALES TAX	15.59
			INVOICE TOTAL	275.46

THOD OF PAYMENT	AMOUNT\$	CARD#/CHECK#	AUTH#
DISCOVER	275.46		030872

Customer's Signature _____

THANK YOU

Visit us at <http://www.olsontire.com>

Parts and service warranties attached.
 All parts on invoice are new unless otherwise indicated.
 U = Used * RC = ReConditioned * RE = Rebuilt

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

ARE NOT THE ONLY SIZE EFFECTED.

SEE ATTACHED

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

(V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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