



People Saving People

1-888-DASH-2-DO-1

Vehicle Owner's Questionnaire

Office of Defects Investigation

VOQ Confirmation

556172

POSTED

[Please proceed to the end of this page, after confirming your input, and select the "Submit VOQ to NHTSA" button. NHTSA will not receive a record of your complaint unless this button is selected.]

Owner Information

FirstName:

LastName:

MI:

Organization:

Address 1:

Address 2:

City:

State:

Zip:

Home Phone:

Work Phone:

Ext:

Fax Number:

Email Address:

QC'd
RECEIVED
OCT 18 AM 8:04
OFFICE INVESTIGATION
DEFECTS INVESTIGATION

Would you like to receive a mailed signature card authorizing release of your vehicle information to manufacturers? Yes

Vehicle Information

Vehicle Identification Number (VIN): 1FMDU24X6SUA63569

Vehicle Make: Ford Vehicle Model: Explorer
Vehicle Year: 1995 Current Odometer Reading: 106300
Purchase Date: 11/97 New or Used: Used

Engine Size:	Antilock Brakes:	Yes
No. Cylinders: 6	Driverside Airbag:	Yes
Fuel Injection: No	Passengerside Airbag:	Yes
Turbo: No	Side Airbag - Driver:	No
Fuel Type: Gas	Side Airbag - Passenger:	No
Drivetrain: 4 Wheel	3-Point Belt:	No
Cruise Control: Yes	Motor Belt:	No
Body Style: 2-Door	2-point Belt:	No

Dealer Information

Name: James Ford, Inc.
 Address: 100 Seymour St.
 City: Half Moon Bay
 State: CA
 Zip: 94019
 Phone: (650) 726-4496

Failed Component/Part Information

Major Assembly	Description	Location Left-Right	Location Front-Rear	Part Type	Num. Failures	Failure Date	Failure Mileage	Failure Speed	Mfg Contacted	N Co
	Crash	Fire	Driver Airbag Deployed	Driver Sidebag Deployed	Passenger Airbag Deployed	Passenger Sidebag Deployed	Num. Injured	Num. Fatalities	Est. Damage	
TIRES	NA	NA	NA	Replacement	NA	07/03/2000	103000	NA	Yes	
	No	No	NA	NA	NA	NA	NA	NA	\$541	

Information on Tire Failure

DOT Number: DOTW2CU
 Manufacturer: Firststone
 Tire Name: Wilderness AT
 Complete Tire Size: P255/70R16

Comments: ~~None~~ See attached Letter.

Submit VOQ to NHTSA



[Send mail to the Web Master](#)

To: NHTS
Reg: Defective Tires
Date: 10/13/00

When we purchased our vehicle it came equipped with the P255/70R16 Tires. We had never experienced any problems with this particular brand of tire until this year when we planned a long car trip and decided that we needed to purchase new tires. We purchased the same brand and size on 07/03/00. Soon after replacing the tires we noticed that the rubber was of an inferior quality from the original tires we replaced. The tires also started showing signs of premature wear. During the first week of our trip we experience a flat tire. Granted, we traveled on some dirt roads, but that is what AT (All Terrain) stands for, is it not? When we returned home we noticed that there were quite a few 1/4 inch slits on the tread of all four of the tires, the air pressure also fluctuates from 4-7psi between tires, week by week.

On 08/09/00 we took our truck to the tire's place of purchase, to have the tires inspected. They told us that there was nothing they could do and for us to go throw the manufacturer. On 8/15/00 we called to set up an appointment at Firestone Tire & Service Center in Reno, Nevada. During our phone conversation we asked them to explain to us what kind of manufacture warranty we had on the tires. We were told that they had 50,000-mile warranty on tread and 5 year on defects. At this time we had already exceeded our 50,000-mile warranty, due to the long trip we had just gone on. To us these tires are defective.

On 8/16/00 when we took our truck in to Firestone to have the tires inspected we were told that "the tires were ok at this time, and that the small cuts and snags were on cosmetic surface only". We requested a written document stating this, which we have on file. These tires are not part of the recall but to us they are defective and we would like to know if we have any options. I have children and am constantly on the road, I also travel about 40 minutes each day on the freeway to work and back. I feel very unsafe; every day that I get on the road I can't help but feel insecure and afraid. I fear for my safety as well as for that of my family. I am very frustrated that I can't replace my tires. I can't afford to be buying new tires every couple of months.

I would appreciate a prompt reply.

Thank You,

