

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

20-JUL-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

725744

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDU34X0MUE25548	FORD TRUCK	EXPLORER	1991	

Purchase Date 01-SEP-1991	Dealer's Name _____	Engine Size (CID/CC/L) 4.0 LI	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02700000	Part Name(s) TIRES	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 3	Date(s) of Failure(s) 30-AUG-1997 Mileage at Failure(s) 85000 Vehicle Speed at Failure(s) 74	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

1ST INCIDENT: STEEL BELT BROKE AND BEGAN FLAPPING AGAINST REAR LEFT FENDER WITH TERRIFIC NOISE, CAR SHAKING, UNTIL BROKE OFF AND COULD STOP. WAS TRAVELING AT 74 M/P/H. COULD HAVE BEEN A FATAL ACCIDENT IF FAULTY TIRE HAD BEEN ON FRONT WHEEL. 2ND TIME CAR AND STEERING WHEEL WOBBLING AT 20M/P/H, SUSPECTED A SIMILAR PROBLEM ON A TIRE. AT A LATER OPPORTUNITY, WHILE PUMPING GAS, DISCOVERED R/FRONT TIRE'S STEEL BELT SHOWING THRU OUTER TIRE (AGAIN STEEL BELT BREAKING). LUCKILY DISCOVERED JUST IN TIME. 3RD TIME, CAR SHAKING AT 65M/P/H. THIS TIME WENT TO GOOD YEAR. THEY FOUND THE 3RD FIRESTONE TIRE SEPARATING. THAT WAS THE FINAL STRAW. I HAD ALL 4 FIRESTONE TIRES REPLACED WITH GOOD YEAR, WANTED FIRESTONE TO PAY FOR THE DAMAGE TO MY CAR FROM THE 1ST INCIDENT. TO DO SO,

CONTINUED ON BACK (REVERSE)

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.