



U.S. Department of Transportation

National 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

01-OCT-2000

Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

733122

Work Number 605 341 9746

Home Number 605 399 9796

OWNER INFORMATION (Type or Print)

JEAN KROEGER 646098
 630 WESTWIND DRIVE
 RAPID CITY SD 57702

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) _____ Vehicle Make _____ Vehicle Year _____ Current Registration _____





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VEHICLE INFORMATION

Vehicle Ident. No. (VIN) _____ <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make CHEVROLET TRU	Vehicle Model SUBURBAN	Vehicle Year 1995	Current Odometer Reading
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Purchase Date 01-JAN-1995	Dealer's Name _____	Engine Size (CID/CC/L) 454	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

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

Component 02700000	Par. Name(s) TIRES	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures 1	Date(s) of Failure(s) 12-AUG-2000	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	Mileage at Failure(s) 29500	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s) 70			

APPLICATION INCIDENT INFORMATION

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

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AT LEAST ONE OF THE FRONT TIRES STARTED MAKING A RAPID, VIBRATING, SLAPPING NOISE THAT WAS VERY UNUSUAL, AND MUCH FASTER THAN THE ROAD JOINTS. I WAS GOING 70 MPH WHEN THE NOISE STARTED. MY WIFE AND I AND TWO KIDS WERE SCARED. WE PULLED OVER AND I LOOKED AT ALL THE TIRES. NO OBVIOUS DEFECTS FROM A VISUAL INSPECTION. WE RESUMED, AND THE NOISE RESUMED AT 70. WE DROVE AT ABOUT 50 ON THE REST OF THE TRIP, AND HAVE BEEN AFRAID TO TAKE THE SUBURBAN ON THE HIGHWAY SINCE. I READ IN THE PAPER TODAY THAT THERE IS A NATIONAL INVESTIGATION OF THE STEELTEX R4S FOR DEFECTS. I CONTACTED FIRESTONE TWICE PREVIOUSLY ABOUT THESE TIRES. THE FIRST TIME, I GOT A NON-RESPONSIVE GENERIC RESPONSE ON THE WILDERNESS RECALL. THE SECOND TIME, I GOT NO RESPONSE. I AM AFRAID TO DRIVE THE TI

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.