

785717

From: feedback@cartalk.com
To: Alberto <NHTSA> Jimenez
Date: 10/6/01 3:50AM
Subject: Car Talk VOQ submission

- * This data was submitted via a fill-in form at the Cartalk web site
- * (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
- * or suggestions regarding the format of this submission, send email
- * to webmaster@cartalk.com

SUBMISSION DATE: Saturday, October 6th 2001 at 3:50:08 AM

VEHICLE OWNER'S QUESTIONNAIRE

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OWNER INFORMATION

NAME

ADDRESS

TELEPHONE

NHTSA authorized to send a copy of this report to the manufacturer: No

VEHICLE INFORMATION

VIN:

MAKE: ford

MODEL: explorer

YEAR: 1992

ODOMETER: 69000

PURCHASE DATE: 10/14/99

NEW OR USED: Used

DEALER NAME: auto 110

ADDRESS: san jose, ca 95117

ENGINE SIZE:

CYLINDERS: 6

FUEL INJECTION: Yes

TURBO: No

FUEL TYPE:

ANTILOCK BRAKES: Yes

CRUISE CONTROL: Yes

DRIVETRAIN: 4 Wheel
DRIVER AIRBAG: No
PASSENGER AIRBAG: No
3-POINT BELT: No
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: Other

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: tires
PART NAME(S): firestone
LOCATION:
NUMBER OF FAILURES: all 4 tires are recalls
DATE(S) OF FAILURES: sept, 1999
MILEAGE AT FAILURE(S): 70100
SPEED AT FAILURE(S): 0
MANUFACTURER CONTACTED: Yes
NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No
FIRE: No
NUMBER OF PERSONS INJURED:
NUMBER OF FATALITIES:
ESTIMATED PROPERTY DAMAGE: \$
DRIVER AIRBAG DEPLOYED:
PASSENGER AIRBAG DEPLOYED:
REPORTED TO POLICE: No

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER: firestone
TIRE NAME: atf
TIRE SIZE: 15

ADDITIONAL COMMENTS

i just want to finally complain about my anger against firestone. sometime last year i had seen the news. there was a recall on tires firestone atf. my explorer had the recall tires. i even made a appointment with firestone. this is my complaint it was sept 1999 i call firestone co in santa clara, ca street address el camino real to make an appointment and at that time i talk to the manager. he had given me an appointment to change my defective tires on nov, 1999. i ask so what do i do meanwhile. that so called manager told me if i wanted i could go get 4 used or new tires for temporary use until the date for your appointment, but make sure you keep your receipt he told me. i said sure thats fine. so i went and look around town , and i found 4 used tires at a reasonable price of \$160. i kept the receipt like the so called manager told me. now the nov date came i went to that firestone co and the person that help me was a nice person and i told him my situation etc. he looked at the schedule and it was confirmed he ask me where are my tires and i had told him that when i had made the app. that the manager that day had told me if i feel more comfortable to go buy me some temp tires but keep the receipt so you can get that money refunded to you when you get your replacements. he told me to wait he will be right back. he came back with i guess hes so rude supervisor and he rudely told me that he or anybody in this comp. would have told me that. i look at him and thought in my mind for a second. meanwhile the so called supervisor walked away and told the person that was helping me that i am a complete liar that i am making it up, so i instead of doing something wrong i looked at my fiance and told her lets get out of here. so i lost my confidence in that tire comp. i got home and called around to make a complaint. chp, ford co. hotline. until know nobody help me out now htanks for your time in reading this, hopefully you understand what i just explain to you. i heard from a friend about you even do it been a long time since this happen i just kneed it to get it of my back so thank you if you have any quest. email me at www.omars69@hotmail.com dont capitalize any of the email letters thanks again and hopefully hear from you soon thanks....

END OF FORM



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 1058

Date Received

06-OCT-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

785717

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) _____ (Location at bottom of windshield and driver's side door)		Vehicle Make FORD TRUCK	Vehicle Model EXPLORER	Vehicle Year 1992	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L 6 CYL) No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____ Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES:TREAD	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 01-SEP-1993 Mileage at Failure(s) 70100 Vehicle Speed at Failure(s)	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE CONSUMERS FIRESTONE TIRES WERE RECALLED, THE CONSUMER CONTACTED TIRE DEALER TO MAKE AN APPOINTMENT FOR REPLACEMENT BUT WAS GIVEN A DATE 2 MONTHS AWAY, THE CONSUMER INQUIRED WHAT TO DO IN THE MEANTIME AND WAS TOLD HE COULD PURCHASE NEW OR USED TIRES AND BE REIMBURSED, ON THE REPLACEMENT DATE THE CONSUMER PRESENT THE RECIEPT FOR THE REPLACEMENT TIRES BUT WAS DENIED REIMBURSEMENT.(FIRESTONE TIRES) NLM

CONTINUE ON 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.



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Vehicle Ident. No. (VIN) _____ (Locate at bottom of windshield and door side)		Vehicle Make FIRESTONE	Vehicle Model FIRESTONE	Vehicle Year 1900	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L 6 CYL) No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
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