

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

118

Date Received

21-JUN-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

863920

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 vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	FIRESTONE	WILDERNESS	1900	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ 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 ☐ Driver's Side Airbag ☐ Passenger's Side Airbag ☐ Motorized ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☒ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES: TREAD	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

PE0020, FIRESTONE WILDERNESS TIRE TREAD SEPARATION; ABOUT 8 MONTHS AGO ALL FOUR TIRES WERE REPLACED BECAUSE OF TIRE TREAD SEPARATION. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK

CONTINUE ON BACK IF NEEDED

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 118 Date Received: 21-JUN-2000 OFFICE DEFECTS INVESTIGATION Reference No. 863820 Work Number: [REDACTED] Home Number: [REDACTED]	
OWNER INFORMATION (Type or Print) 615126			
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 bottom of windshield on driver's side) 1FMDU32P3TZ43213		Vehicle Make FIRESTONE	Vehicle Model WILDERNESS
Purchase Date 5/6/98 ☐ New ☒ Used		Dealer's Name Northgate Lincoln-Mercury City Tampa State FL Zip Code 33612	Vehicle Year 1900 1996 Engine Size (CID/CC/L) No Cylinders 8 ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☐ Car ☒ Sport Utl ☐ 2-Door ☐ Van ☐ Truck ☒ 4-Door ☐ Minivan ☐ Motorcycle ☐ Stationwagon ☐ Other ☐ 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 Failures 1	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)		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 0		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
PE0020, FIRESTONE WILDERNESS TIRE TREAD SEPARATION; ABOUT 8 MONTHS AGO ALL FOUR TIRES WERE REPLACED BECAUSE OF TIRE TREAD SEPARATION. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK I still have the spare tire P235-75R15 105S m/s that needs to be replaced.			
CONTINUE ON BACK IF NEEDED			
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.			

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T P 235-75R15

MANUFACTURER/TIRE NAME

105 S M / S

SIZE

15

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

My Ford Explorer was purchased 5/98 about 5 months later I noticed a noise coming from the tires. I went to a Firestone dealer and was told the tires gave a rough ride but were O.K. as these were the tires Ford put on the cars and if I wanted to switch them out, it would cost me 150.00, at that time I did not. Several months later, the noise got worse. My husband examined the tires and found that two had separated slightly. I took my car to Don Olson tires when they examined the tires all 4 were showing signs of tread separation. They called Firestone and the tires were changed with a discount see copy of bill. I still have the original spare to be switched out. Firestone and Ford knew of this and I feel I should be totally reimburse and compensated for my troubles and endangering my life and my passengers.

★ U.S. G.P.O. 1992 - E22-877 / 80096

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

ULSON TIRE / TOTAL CAR CARE
3010 W. HILLSBOROUGH AVE, TAMPA, FL 33614 (813)878-0021

CUSTOMER VEHICLE HISTORY

CUSTHIST

Beginning Date.....: 05-28-99
 Ending Date.....: 05-28-99
 Customer Name.....: BATTIS, CELIA (813)237-2589
 Customer Vehicle.....: 96 FORD EXPLORER 2WD
 PO Number.....:

DATE: 08-31-00
 TIME: 17:57:12
 PAGE: 1

TRAN#0: 32911 Dated: 05-28-1999 Mileage: 048194

SI	To Mfg	Item Number	Saf Size	Description	Qty	Unit\$	FET\$	Extend\$
10 28 DO	1375			LUBE OIL & FILTER-BASIC	1	8.99	0.00	8.99
		COMPLETE MAO						
		OK ALL FLUIDS						
		OK FOR TRIP						
10 28 DL	1483			EVER-WEAR INDUCTION SERVICE	1	89.99	0.00	89.99 N
10 28 DO	1360			AIR FILTER	1	15.00	0.00	15.00 N
10 28 FS	282197	23575R15		FIREHAWK RAS ML	4	55.24	0.00	220.96 R
10 28 DO	248			STATE NEW TIRE FEE	4	1.00	0.00	4.00
10 28 DO	6160			TIRE DISPOSAL CHARGE	4	1.00	0.00	4.00
10 28 DO	13141			PACKAGE DEAL PASS PERF MAO & LIFETIME BAL	4	13.99	0.00	55.96
10 28 DO	1349			ABOVE INCLUDES WHEEL BALANCING	4	0.00	0.00	0.00
10 28 DO	1372			ABOVE INCLUDES TIRE VALVES	4	0.00	0.00	0.00
10 28 DO	1311			ABOVE INCLUDES PASSENGER TIRE R/W	4	0.00	0.00	0.00
		PUT RIGHT FRONT FOR SPARE						
99 99 DO	1377			SHOP SUPL &/OR MAO WRT DISPOSE	1	1.95	0.00	1.95
99 99 DO	6249			SALES TAX COLLECTED	1	27.06	0.00	27.06

Had tires replaced

BRIDGESTONE/FIRESTONE, INC.

50 Century Boulevard
Nashville, TN 37214
Phone: 615-872-5000
Fax No.: 615-872-1599

Rec'd
From
Firestone

August, 2000

1FMDU32P3TZA43213 00T-005 0893927/02284

[REDACTED]

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Bridgestone/Firestone has decided that a defect related to motor vehicle safety exists in certain Firestone Radial ATX and Radial ATX II tires in the size P235/75R15 and in Firestone Wilderness AT tires in the size P235/75R15 produced in its Decatur, Illinois plant. The defect may not exist in all of these tires.

The tires in question may sustain tread belt separation, in which the outer steel belt and or tread of the tire separate from and may eventually become totally detached from the rest of the tire.

Tire tread belt separation can lead to a loss of control and a vehicle crash can occur, particularly if the driver engages in significant braking or steering before the vehicle is fully under control.

In order to reduce the potential for accidents, Bridgestone/Firestone is recalling the following tires:

Description	Size	Serial Numbers
Firestone ATX	P235/75R15	Any/All
Firestone ATX II	P235/75R15	Any/All
Firestone Wilderness AT	P235/75R15	VD

Vehicle/sales registration records show that your vehicle when purchased may have been equipped with the tires included in this recall or that you purchased one or more replacement tires that may be included in this recall. Therefore, please check your tires to determine whether they are P235/75R15 Firestone ATX or P235/75R15 Firestone ATX II.

If you have a P235/75R15 Wilderness AT, you must further check the serial number to determine if the tire was produced at the Decatur, Illinois Plant.

The serial number is located on either the inside or outside of your tire in the lower sidewall area directly above the rim flange and is preceded by the letters "DOT". The first 2 digits VD identify the tires produced at the Decatur, Illinois Plant (see example below):

Please take this letter and the reply card with you to the retailer location. At the completion of service the dealer will complete the necessary information and return the reply card. If a replacement tire(s) is not available, you will receive a "raincheck" from participating retailers and will be notified by your dealer or store when your tire(s) is available.

Inappropriate tire maintenance, particularly underinflated operation, improper tire repairs, and tire damage may cause tread belt separation. To reduce the potential for such an occurrence, you should make sure your tires are properly maintained and properly inflated.

Tire tread belt separation may be evidenced by irregular tread wear and noise or vibration. If you detect such irregular tread wear, noise or vibration, you should immediately have your tires checked by a qualified tire service facility. If you do not act when you notice irregular treadwear, noise or vibration, your tires may experience a tread belt detachment while you are driving.

Bridgestone/Firestone further recommends that owners of Ford Explorers, Mercury Mountaineers, and Mazda Navajos maintain a tire pressure of 30 p.s.i. in all Firestone tires on their vehicles. The Ford Motor Company has indicated this pressure for Firestone tires is in an acceptable range for these vehicles.

If you believe we have failed or are unable to effect the remedy without charge as described in this notification, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC, 20590 or call toll-free the Auto Safety Hotline at 1-800-424-9393.

We regret the inconvenience which this recall may cause you, but we are certain you will understand our interest in your safety and satisfaction with Firestone tires and we urge you to act immediately.

Very truly yours,



Bridgestone/Firestone, Inc.



If you have questions about whether your tires are covered by this recall, you may visit a company-owned Firestone Tire & Service Center, an authorized participating Bridgestone/Firestone retailer, or Ford, Mercury, and Mazda dealers for assistance.

Our commitment is to replace all recalled tires as quickly as possible, thus, if you have one or more tires covered by this recall, contact a company-owned Firestone Tire & Service Center, an authorized participating Bridgestone/Firestone retailer, or Ford, Mercury, and Mazda dealers to set up an appointment.

A company-owned Firestone Tire & Service Center, any authorized participating Bridgestone/Firestone retailer, or Ford, Mercury, and Mazda dealers will replace, mount and balance the tire(s) at no charge or expense to you if the tires are subject to this recall and currently in service on your vehicle. This program, however, does not cover tires which have been scrapped, previously adjusted (except as noted below), or retreaded. If Firestone tires are not available, other brands that are appropriate for your vehicle may be installed.

If you desire to purchase competitors' tires from any other tire retailer, you will be eligible for reimbursement up to \$100 per tire, including mounting and balancing charges and taxes. You then need to return the recalled tires to one of the 13,000 authorized retail locations and pick up a refund form and attach the necessary documentation. Firestone can then account for and disable the tires you returned as required by law.

Additional reimbursement may be available to:

- Consumers who exchanged recalled tires between January 1, 2000 and August 8, 2000 at a Company-owned Firestone Tire & Service Center or authorized participating Bridgestone/Firestone retailer and who paid a prorated fee for those tires, can have the fee reimbursed. The consumer should pick up a reimbursement form at a Company-owned Firestone Tire & Service Center or authorized participating Bridgestone/Firestone retailer and follow the instructions on the form. Additional information concerning reimbursement and the associated forms can be found on the Internet at <http://www.bridgestone-firestone.com> and <http://www.firestone.com>.

To identify a convenient and participating retailer (Company-owned Firestone Tire & Service Center, an authorized participating Bridgestone/Firestone retailer, or Ford, Mercury, and Mazda dealers) location you may call toll-free 1-800-485-1904 or 1-888-276-2120 in Puerto Rico. Again, this information is available on the Internet at <http://www.bridgestone-firestone.com> and <http://www.firestone.com>.

TIRE RECALL NOTICE REPLY CARD

Please (✓) the following:

☒ Tire replaced, number of tires replaced (circle)

1 2 3 4 5

☐ Tire inspected, no replacement necessary

☐ Vehicle has been sold/transferred to:

Name & address of retailer where tire was replaced:

Okon Tire Telephone
813-870-0021
Retailer Name

3010 W. Hills Ave
Retailer Address

Tampa FL 33614
City State Zip

1FMDU32P3TZA43213 00T-005

C P BATTIS

1406 E NEW ORLEANS AVE

TAMPA, FL 33603-2540

Customer Signature

Date

0893927

TIRE RECALL NOTICE REPLY CARD

Please (✓) the following:

☒ Tire replaced, number of tires replaced (circle)
1 2 3 4 5

☐ Tire inspected, no replacement necessary

☐ Vehicle has been sold/transferred to:

Name & address of retailer where tire was replaced:

Olson Tire ^{Telephone}
Retailer Name 813-870-0021

3010 W. Hills Ave
Retailer Address

Tampa FL 33614
City State Zip

1FMDU32P3TZA43213 00T-005
C P BATT
1406 E NEW ORLEANS AVE
TAMPA, FL 33603-2540

0893927