

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

294

Date Received

03-AUG-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

866697

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.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	FIRESTONE	ATX	1900	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inflator Bell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Utl <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES: TREAD	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s) _____ 16-JUL-2000 Mileage at Failure(s) _____ 40 Vehicle Speed at Failure(s) _____	Failed Part(s) Available?	NHTSA Previously Contacted?
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

FIRESTONE ATX TIRES ORIGINAL EQUIPMENT ON A 92 EXPLORER. WHILE DRIVING 70MPH THE DRIVER HEARD A LOUD NOISE AND NOTICED THAT REAR DRIVER'S SIDE TREAD HAD SEPARATED ,THROUGH REAR VIEW MIRROR, CAUSING DAMAGE TO VEHICLE. *AK

CONTINUED 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.



Vehicle Owner's Questionnaire (VOQ)

U.S. Department of Transportation
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1-888-327-4236
www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

Home Number
Work Number

Date Received: 03 AUG 2000
Reference No.: 866697
FOR REPORT USE ONLY 284

Do you authorize the manufacturer of your vehicle to provide your name and address to the vehicle manufacturer?
 YES NO
Signature of Owner: [Redacted]
Date: 8/1/00

Vehicle Identification Number (VIN): 1FWDU32X6ND7810
Vehicle Make: FIRESTONE
Vehicle Model: ATX
Vehicle Year: 1990
Current Odometer Reading: 98,100 miles

Purchase Date: [Redacted]
Dealers Name: VAN CHEVROLET
City: CAROLTON, State: TX, Zip Code: 75007
Engine Size: (GDI/CIL) No Cylinders: V-10
Fuel Injection: Fuel Injection Gas Diesel Turbo
Transmission Type: Automatic Manual
Antilock Brakes: Yes No
Restraint System: 3-Point Belt Driver Side Airbag Passenger Side Airbag
Cruise Control: Yes No
Drive Train: Front Rear 4-Wheel
Vehicle Type: Sport Utility Car Minivan Other
Body Style: 2-Door 4-Door Station Wagon Pick Up Truck Other

FAILED COMPONENT(S) INFORMATION

Component: 02748000
Part Name(s): TIRES:TREAD
Location: Left Right
Failed Part(s): Original Replacement
No of Failures: 18-JUL-2000
Mileage at Failure(s): 40,000 MILES
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 Failures: _____
Estimated Property Damage: \$1200 TO VEHICLE
Reported to Police: Yes No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(ES)

FIRESTONE ATX TIRES ORIGINAL EQUIPMENT ON A 92 EXPLORER, WHILE DRIVING 70MPH THE DRIVER HEARD A LOUD NOISE AND NOTICED THAT REAR-DRIVER'S SIDE TREAD HAD SEPARATED, THROUGH REAR VIEW MIRROR, CAUSING DAMAGE TO VEHICLE. -AK

CONTINUE ON BACK IF NEEDED

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ESTIMATE OF DAMAGE TO VEHICLE

Date: 7/21/00 09:53 AM
Estimate ID: 952348-19
Estimate Version: 0
Committed
Profile ID: MCKINNEY

SOUTHERN FARM BUREAU CASUALTY * TEXAS FARM BUREAU UNDERWRITERS
TEXAS FARM BUREAU MUTUAL * FARM BUREAU COUNTY MUTUAL INS CO OF TEXAS

TEXAS FARM BUREAU INS. COMPANIES

2414 WEST UNIVERSITY STE#122 MCKINNEY, TX 75070
(972) 582-4103
Fax (972) 548-0845

This is an estimate only, and is the basis for determining the Actual Cash Value of the damage. This is not an authorization to repair. By law, you have the right to select where your vehicle is repaired as well as the parts used to repair it. However, TEXAS FARM BUREAU INSURANCE COMPANIES is not required to pay more than a reasonable amount for the damages. You may be required to pay the difference.

Any additional damages found will have to be inspected, or approved for reimbursement by a representative of TEXAS FARM BUREAU INSURANCE COMPANIES.

Damage Assessed By: Mark Domihon

Appraised For: ROBIN O. JOHNSON
(972) 582-4103 ext. 12

Condition Code: AVERAGE PRIVATE
Date of Loss: 7/18/00
Contact Date: 7/20/00
Deductible: 200.00
Claim Number: [REDACTED]

Type of Loss: Comprehensive

Insured: [REDACTED]

Mitchell Service: 910621

Description: 1992 Ford Explorer XL
Body Style: 4D U111Z WB
VIN: 1FMDU32X6NUD7B160
Mileage: 88,592
OEM/ALT: A
Color: WHITE/TAN

Drive Train: 4DL Intj 6 Cyl 2WD
License: [REDACTED]

Search Code: DFW

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	900600	REF *	REFINISH/REPAIR	TINT TO MATCH COLOR	Existing		0.5*
2	900600	REF *	REFINISH/REPAIR	TINT TO MATCH COLOR	Existing		0.5*
3	000127	BDY	REMOVE/REPLACE	L UPR INSTALL QUARTER PANEL STRIPE			0.2
4	000131	BOY	REMOVE/REPLACE	L LWR INSTALL QUARTER PANEL STRIPE			0.3

ESTIMATE RECALL NUMBER: 7/21/00 09:52:32 952348-19

Mitchell Data Version: JUL_00_A

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Date: 7/21/00 09:53 AM
 Estimate ID: 952346-19
 Estimate Version: 0
 Committed

Line	Code	Qty	Description	Part Description	Price	Unit
5	029688	BDY	REMOVE/REPLACE	L UPR STRIPE TAPE BODY SIDE		
6	029665	BDY	REMOVE/REPLACE	L LWR STRIPE TAPE BODY SIDE		
7	024540	BDY	REMOVE/REPLACE	L QUARTER OUTER PANEL		
8	AUTO	REF	REFINISH	L QUARTER PANEL OUTSIDE		C 2.8
9	AUTO	REF	REFINISH	L LOCK PILLAR		0.5
10	AUTO	REF	REFINISH	L QUARTER PANEL EDGE		0.5
11				SECTION AT BELT OR DIAGONALLY		
12	024620	BDY	REMOVE/INSTALL	L QUARTER FUEL DOOR	Existing	0.2*
13	026560	BDY	REMOVE/INSTALL	L COMBINATION LAMP ASSEMBLY	Existing	0.2*
14	029080	BDY	REMOVE/INSTALL	REAR BUMPER ASSY		0.6
15	AUTO	REF	ADD'L OPR	TWO TONE		1.4
16	933018	BDY *	ADD'L OPR	MASK FOR OVERSPRAY		0.2*
17	AUTO		ADD'L COST	PAINT/MATERIALS		136.40 *
18	AUTO		ADD'L COST	HAZARDOUS WASTE DISPOSAL		3.00 *

* - Judgement Item
 # - Labor Note Applies
 C - Included in Two Tone Calc

Remarks

WE CAN NOT PAY FOR THE TIRE THAT BLEW OUT AND CAUSED THE DAMAGE.

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body	11.7	32.00	0.00	0.00	374.40	Taxable Parts	464.89
Refinish	6.2	32.00	0.00	0.00	198.40	Sales Tax @ 8.250%	38.35
Non-Taxable Labor					572.80	Total Replacement Parts Amount	503.24
Labor Summary	17.9				572.80		
III. Additional Costs					Amount	IV. Adjustments	Amount
Taxable Costs					136.40	Insurance Deductible	200.00-
Sales Tax @ 8.250%					11.25	Customer Responsibility	200.00-
Non-Taxable Costs					3.00		
Total Additional Costs					150.65		
						I. Total Labor:	572.80
						II. Total Replacement Parts:	503.24
						III. Total Additional Costs:	150.65
						Gross Total:	1,226.69
						IV. Total Adjustments:	200.00-
						Net Total:	1,026.69

Point(s) of Impact
 16 Non-Collision (P)

ESTIMATE RECALL NUMBER: 7/21/00 09:52:32 952346-19

Mitchell Data Version: JUL_00_A

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Date: 7/21/00 09:53 AM
Estimate ID: 952346-19
Estimate Version: 0
Committed
Profile ID: MCKINNEY

Inspection Site: OI'S RESIDENCE
LEWISVILLE, TX
Inspection Date: 7/20/00

This estimate may have included parts supplied by a source other than the manufacturer of your motor vehicle. The parts labeled as Quality Replacement Parts (After-market parts) and parts labeled Quality Recycled Parts (LKQ parts) used in the preparation of this estimate are warranted by the manufacturer or supplier of such parts, rather than the manufacturer of the vehicle.

ESTIMATE RECALL NUMBER: 7/21/00 09:52:32 952346-19

Mitchell Data Version:

JUL_00_A

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~~REPLACEMENT TIRE (TO BE RETURNED TO FIRESTONE)~~

Customer Invoice
006572
08/01/2000

FIRESTONE TIRE & SERVICE CENTERS
1309 S HWY #121
LEWISVILLE, TX. 75067

Service Advisor:
11 TODD
972.221.5547



CARRY OUT
Lic #:
In: 08/01/00 4:28PM Vin #:
Out: 08/01/00 6:25PM Mileage: 0

Store # 010030

RETAIL SALE

Description	Article Number	T#	Qty	Unit Price	Extended Price	Job Total
FIRESTONE TIRE PACKAGE						92.48
RADL ATX II TUOLPS 23575R15	025321		1	79.99	79.99	
WHEEL BALANCE WEIGHT	7018708		1	2.99	2.99	
WHEEL BALANCE LABOR	7018716		1	5.00	5.00	
RUBBER VALVE STEM	7015040		1	2.50	2.50	
DISPOSAL FEE	7075078		1	2.00	2.00	
TIRE INSTALLATION	7015016		1	N/C	N/C	

Payment History:

MasterCard 4446	99.07	241444
Total Tendered	99.07	

Summary:

Parts	87.48
Labor	5.00
Shop Supplies	0.25
Sub-Total	92.73
Tax	6.34
Total	\$99.07

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

All parts are new unless otherwise specified.

5 NEW TIRES / BALANCE / ALIGNMENT - (TO REPLACE ALL ATX TIRES)

SEARS

Auto Center

CUSTOMER INFORMATION NAME: [REDACTED] ADDRESS: [REDACTED] CITY/ST/ZIP: [REDACTED] HOME PHONE: [REDACTED]		VEHICLE INFORMATION YEAR/MON/MAKE: 1992 FORD TRUCK EXPLORER 06-245 4.0L OH COLOR: white LOCATION: ROW 3 TIME IN: 08/13/2000 12:36 PM TIME OUT: 08/13/2000 05:17 PM ODOMETER IN: 98799 ODOMETER OUT: 45454		INITIAL ESTIMATE PARTS \$547.43 LABOR \$172.44 OTHER \$0.00 TAX \$39.54 TOTAL \$759.56		REVISED ESTIMATE \$490.22 \$172.44 \$0.00 \$35.54 \$698.20		CREATED BY 272021 INVOICE BY 560045	
STORE INFORMATION 6036 - SEARS 2901 S. Stearns Fwy Louisville, TN 37067 (972) 315-4228 EPA Number: Repair Number:		TIRE INSTALLATION INSTRUCTIONS [Diagram showing tire placement: LFR, RFR, LRR, RRR]		LOCKS YXX N		AUTHORIZATION BY IN PERSON <input type="checkbox"/> PHONE <input type="checkbox"/>		PAYMENT TYPE CASH <input type="checkbox"/> CREDIT <input type="checkbox"/> CHECK <input type="checkbox"/>	
REFERENCE NUMBER (N660098)		PRINTED ON 08/13/2000 (5:52 PM)		CONTACTED BY DATE TIME		See reverse for important warranty terms and other information.		CUSTOMER APPROVAL X	
CUSTOMER COMMENTS raised white letters out put all old tires in back of truck		AIR PRESSURE FRONT / REAR INFLATION: 26/28, RIM WIDTH: 7JJ		W/TS ABOVE SPECIFICATION LUG NUT TORQUE FT/LB: TLM/M/100		SEARS Louisville, TN 37066 08/13/2000 05:52 PM RETAIN FOR COMPARISON WITH MONTHLY STATEMENT OR FOR RETURN OR EXCHANGE			

QTY	ITEM #	DESCRIPTION OF MERCHANDISE	PRICE EA	EXTENSION	TECH
5	PS 07564101	TIRE, L235/75R16, 88 H, ALL T4 0	\$104.99	\$524.95	
5	LB 19012000	BALANCE, LIFE OF TIRE	\$19.99	\$94.95	111525 391292
5	PS 09590741	VALVE, RUBBER STEM	\$2.50	\$12.50	
5	LB 19019505	ROAD HAZARD, PLUS AGRINPT	\$11.50	\$57.50	
1	LB 19013014	ALIGNMENT, 4-WHEEL	\$59.99	\$59.99	391292
1	RT 22836365	BATTERY ADJUSTMENT	-\$47.23	-\$47.23	

ALL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED.

ITEM / WARRANTY INFORMATION / CSA COMMENTS / TECHNICIAN COMMENTS

If you did not receive your Survey Coupon today with this invoice, please see the Customer Service Manager.

ITEM COMMENTS:
 07564101: MICHELIN XC/LT4 ALL SEASON STEEL BELTED RADIAL DEEP GROOVES FOR CONSISTENT HANDLING IN WET WEATHER. LOAD RANGE C RAISED OUTLINE WHITE LETTERS UTMS RATING: 400/4/8- ALL P-METRIC SIZES.
 19019505: ROAD HAZARD PLUS SERVICE AGREEMENT: THIS AGREEMENT PROVIDES ADDED BENEFITS OVER AND ABOVE YOUR TIRE WARRANTY. ASK YOUR SALES ASSOCIATE FOR DETAILS.
 19013014: FOUR-WHEEL ALIGNMENT: ALIGNMENT SERVICES ARE PERFORMED ONLY IF VEHICLE MEASUREMENTS ARE OUTSIDE OF MANUFACTURER'S ALIGNMENT SPECIFICATIONS. INFORMATION REGARDING YOUR VEHICLE'S SERVICE INCLUDES BEFORE AND AFTER SERVICE MEASUREMENTS.
 22836365: BATTERIES INCLUDE A CORE VALUE AND ARE ASSESSED TAX BASED ON STATE REQUIREMENTS. This battery is specifically designed to provide longer service in high heat environments. CCA's may be less than D.E. specifications.

WARRANTY:
 07564101 : 50,000 Warranty Miles; Tread Depth 13

07564101	QTY:5	
TIRE, L235/75R16 H		\$524.95
19012000	QTY:5	
BALANCE, LIFE OF		\$94.95
09590741	QTY:5	
VALVE, RUBBER STE		\$12.50
19019505	QTY:5	
ROAD HAZARD, PLUS		\$57.50
19013014	QTY:1	
ALIGNMENT, 4-WHEEL		\$59.99
22836365	QTY:1	
BATTERY ADJUSTME		-\$47.23
Parts SubTotal :		\$490.22
Labor SubTotal :		\$172.44
Reductions SubTotal :		\$0.00
SubTotal :		\$662.66
Tax : 7.250%		\$35.54
Total :		\$698.20
Credit Tended :		\$698.20
CARDTYPE : MASTERCARD		
ACCT # : XXXXXXXXXXXXXXX		
AUTH CODE : 262664		
MASTERCARD TOTAL:		\$698.20
CARDHOLDER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE AMOUNT OF \$698.20 AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH IN THE BATTERY SERVICE AGREEMENT (B-70) TIA		
PURCHASED BY SALES CHECK # 0095843002 SATISFACTION GUARANTEED (Page 1 of 1)		
RETURN OLD PARTS TO CUSTOMER		<input checked="" type="checkbox"/> <input type="checkbox"/>

ALL LUG NUTS ON CUSTOM AND ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

APPLYING TIRES TO YOUR VEHICLE WITH A LOWER SPEED RATING THAN THE ORIGINAL EQUIPMENT TIRE FOR YOUR VEHICLE IS NOT RECOMMENDED AND MAY CHANGE THE HANDLING AND PERFORMANCE OF THE VEHICLE. YOUR VEHICLE SHOULD NOT BE OPERATED AT SPEEDS IN EXCESS OF THE REPLACEMENT TIRE'S SPEED RATING.

LEADING TIRE MANUFACTURERS RECOMMEND THAT THE TIRES WITH THE BEST TRACTION BE MOUNTED ON THE REAR OF THE VEHICLE, EVEN ON FRONT WHEEL DRIVE VEHICLES, FOR BETTER PERFORMANCE ON WET AND SLICK ROADS.