

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

255

Date Received

04-AUG-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

866811

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 or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	MERCURY TRUC	MOUNTAINEER	2000	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 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 ☐ Stationwagon ☐ Pick Up Truck ☒ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02700000	Part Name(s) TIRES	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)

FIRESTONE WILDERNESS/ATX REAR RIGHT TIRE BLEWOUT WHILE TRAVELING AT 65 MPH. DEALER HAS BEEN CONTACTED. *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.

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Date Received

04 AUG 22 PM 3:51

04-AUG-2000

OFFICE
OF INVESTIGATION
 Od_or _____
 rt_dt _____
 od_r _____
 up_tr _____

Reference No.

866811

OWNER INFORMATION (Type or Print)

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

In the absence of an authorization, NHTSA WILL NOT send a copy of this report to the vehicle manufacturer.

☒ YES ☐ NO

Signature of Owner

Date 4/17/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4M2Z48664Y4	MERCURY TRUC	MOUNTAINEER	2000	6100

Purchase Date JUN 2000	Dealer's Name FRED RAYNOR FORD	Engine Size (CID/GC/L)	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☒ New ☒ Used	City FULTON State NY Zip Code 13069	No Cylinders 8	

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 ☐ Van ☐ Minivan ☐ 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 ☐ Front ☐ Right ☒ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) MAY 2000 Mileage at Failure(s) 3200 Vehicle Speed at Failure(s) 65	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 NONE	Number of Fatalities NONE	Estimated Property Damage NONE	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

FIRESTONE WILDERNESS/ATX REAR RIGHT TIRE BLEWOUT WHILE TRAVELING AT 65 MPH. DEALER HAS BEEN CONTACTED. *AK

CONTINUE ON BACK IF NEEDED

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INFORMATION ON TIRE FAILURE(S) IF APPLICABLE:

307

MANUFACTURER/TIRE NAME

SIZE

NARRATIVE DESCRIPTION: CONTINUED

I CALLED FIRESTONE DEALER THAT I BOUGHT MY REPLACEMENT TIRE FROM, THEY REFUSED TO REIMBURSE ME FOR THIS BLOWN TIRE. BECAUSE I DON'T HAVE THIS BLOWN TIRE CHARGE.

11 IMPROVED IN MANY OF HIS FORMS
RECALL NOTICE ISSUED TO THE PUBLIC.

How You

BUSINESS REPLY MAIL

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

Private Use \$300
 299-81
 518-39-5
 1271 = 871

Customer Invoice
002329
05/08/2000

FIRESTONE TIRE & SERVICE CENTERS
4112 ROUTE 31
CLAY, NY. 13041

Service Advisor:
22 KEVIN
315.652.6912

2000 MERCURY MOUNTAINEER

Lic #: NY NY

Vin #:

In: 05/08/00 2:24PM

Mileage: 3,450

Out: 05/08/00 4:07PM

Store # 016993

RETAIL SALE

REG# 7054460

Description	Article Number	T#	Qty	Unit Price	Extended Price	Job Total
FIRESTONE TIRE PACKAGE						116.09
WILD AT TUOLPS 23575R15	047848	06	1	92.00	92.00	
WHEEL BALANCE WEIGHT	7018708	06	1	2.99	2.99	
WHEEL BALANCE LABOR	7018716	06	1	6.00	6.00	
RUBBER VALVE STEM	7015040	06	1	3.00	3.00	
ROAD HAZARD WARRANTY	7040215	06	1	9.60	9.60	
TIRE DISPOSAL FEE	7075078	06	1	2.50	2.50	
TIRE INSTALLATION	7015016	06	1	N/C	N/C	

Technician: 06 BRIAN SEMPLE

Payment History:

MasterCard 3467	124.21	008263
Total Tendered	124.21	

Summary:

Parts	110.09
Labor	6.00
Shop Supplies	0.00
Sub-Total	116.09
Tax	8.12
Total	\$124.21

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.

Revision History:

	Rev Amt	Init
05/08/2000 02:49PM 315.963.3442 LOYSEN, CARL	110.31	

Customer Signature

All parts are new unless otherwise specified.

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or Initials

See

reverse side for Warranty

Information