

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 156

Date Received

08-AUG-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

867147

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 on drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
PLEASE FILL IN	FIRESTONE	ATX	1900	

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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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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	Date(s) of Failure(s) 01-OCT-1999 Mileage at Failure(s) 36 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)

PE00020, ORIGINAL EQUIPMENT ON THE 1996 EXPLORER. REAR TIRE TREAD SEPARATED WHILE DRIVING IN WHICH TREAD WRAPPED AROUND REAR AXLE, CAUSING VEHICLE TO SPIN AROUND. FIRESTONE FIXED DAMAGE, AND REPLACED ALL TIRES WITH SAME BRAND OF TIRES. FIRESTONE SAID IT WAS AN ISOLATED PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUED ON BACK (SEE)

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		EPR AGENCY USE ONLY 156	
 Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		Date Received: 00 AUG 31 AM 11:00 08-AUG-2000 OFFICE DEFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print) [Redacted]		Reference No. 867147	
Do you authorize [Redacted] your vehicle? In the absence of [Redacted] address to the vehicle manufacturer. ☒ YES ☐ NO Signature of Owner: [Redacted] Date: 8/23/00		Work Number: [Redacted] Home Number: [Redacted]	
VEHICLE INFORMATION Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1FM0U32XST2B66902 PLEASE FILL IN			
Vehicle Make Ford FIRESTONE		Vehicle Model Explorer ATX	
Vehicle Year 1996 1900		Current Odometer Reading 040086	
Purchase Date 2/97 ☒ New ☒ Used		Dealer's Name Budget Rent A CAR City Santa Fe Springs State CA Zip Code _____	
Engine Size 5.9L (CID/CCIL) 4.0L No Cylinders 6		☐ Turbo Diesel ☒ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☒ Automatic		Antilock Brakes ☒ Yes ☒ No	
Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☐ Motorbelt ☐ 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			
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 major failure Date(s) of Failure(s) 01-OCT-1999 Oct 12 1999 Mileage at Failure(s) 36 Vehicle Speed at Failure(s) 60 mph		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 2 emotionally		Number of Fatalities —	
Estimated Property Damage 3,000		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
PE00020, ORGINIAL EQUIPMENT ON THE 1996 EXPLORER. REAR TIRE TREAD SEPARATED WHILE DRIVING IN WHICH TREAD WRAPPED AROUND REAR AXLE, CAUSING VEHICLE TO SPIN AROUND. FIRESTONE FIXED DAMAGE, AND REPLACED ALL TIRES WITH SAME BRAND OF TIRES. FIRESTONE SAID IT WAS AN ISOLATED PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. *AK I am attaching a letter Firestone sent me when I contacted them. Also the letter I sent them explaining the accident.			
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 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.			

October 25, 1999

BRIDGESTONE/Firestone

REGIONAL TECHNICAL SERVICE CENTER

4000 E. Mission Blvd.,
Ontario, CA 91761
Phone: (909) 673-1430
FAX: (909) 673-1456



As a follow up to our phone conversation regarding the situation you experienced with your tire, you will find listed below the items that are required to process your claim for consideration:

- 1.) **Complete and sign** the attached Incident Report.
- 2.) Two estimates for the repair of your vehicle. (photos which are, in most instances, available from the body shops supplying the estimates would be helpful).
- 3.) A copy of the replacement tire invoice and legible shipping receipt.
- 4.) Also, **the tire that caused the damage must be shipped to us prepaid.**

Upon receipt of **all** of the above items, we will advise you in writing of our decision, usually within 30 days.

Instructions for Shipping Your Tire and The Requested Paperwork

Please ship the tire together with your paperwork by a small package carrier of your choice, such as United Parcel Service (UPS), FEDEX, etc., freight **PREPAID**, to the following:

BFTS
1515 Elm Hill Pike #405
Nashville, TN 37210-3615

A pre-addressed shipping tag is enclosed for use in shipping.

Thank you for your cooperation. If you have any questions, please feel free to contact us at 1-800-356-4644.

Yours Truly,
Claims Processing

October 31, 1999

To whom it may concern,

On October 12, 1999 at approximately 1:00 pm I was driving east bound on the 91 freeway near Orangethorpe. I was keeping up with traffic going approximately 60-65 mph.

My 2 1/2 year old granddaughter and myself were the only occupants.

Suddenly I heard a noise and my car immediately went out of control. I was in the #2 lane and my car spun completely around 3 times crossing over 2 lanes of traffic. Cars were braking and dodging me. I came within about two inches of smashing into a sound barrier wall and then managed to maneuver to a safe area on the shoulder.

My granddaughter was screaming and we were both crying from fright. I immediately called 911. I was so shaken I didn't know what had happened. I do know that it was a miracle we did not collide with other cars! I also called the Auto Club for assistance.

My granddaughter and myself are still shaken and very uneasy about driving on the freeway. The tires failure caused over \$3,000 damage to my car. I also believe all of the tires should be replaced.

Very truly yours,

