

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

11-AUG-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

867472

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	WILDERNESS	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 checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inflator <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	Body Style <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
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES; TREAD	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) 29-JUN-2000 Mileage at Failure(s) 00 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ORIGINAL EQUIPMENT ON A 97 MOUNTAINEER. TREAD SEPARATED ON THE RIGHT REAR TIRE. *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.

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/holline</p>		<p>FOR AGENCY USE ONLY 284</p> <p>DATE RECEIVED 00 SEP 16 PM 2:18 11-AUG-2000 OFFICE OF DEFECTS INVESTIGATION</p>	
<p>OWNER INFORMATION (Type or Print)</p>				<p>Reference No. 867472</p>	
<p>[Redacted]</p>				<p>626165</p>	
<p>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 provide your name and address to the vehicle manufacturer.</p>				<p><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p>	
<p>Signature of Owner [Redacted]</p>				<p>Date 9/1/00</p>	
<p align="center">VEHICLE INFORMATION</p>					
<p>Vehicle Ident. No. (VIN) (Locate at bottom of windshield on driver's side) 4M2DU52P7VUJ50940</p>		<p>Vehicle Make MERCURY FIRESTONE</p>	<p>Vehicle Model MOUNTAINEER WILDERNESS</p>	<p>Vehicle Year 1997 1900</p>	<p>Current Odometer Reading 35,469</p>
<p>Purchase Date</p>		<p>Dealer's Name JARRETT BODIFORD FORD</p>		<p>Engine Size (CID/CC/L) 5.0 L</p>	<p><input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection</p>
<p><input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Used</p>		<p>City PLANT CITY State FL Zip Code 33566</p>		<p>No Cylinders V8</p>	
<p>Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic</p>	<p>Antilock Brakes <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag</p>		<p>Cruise Control <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel</p>
				<p>Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other</p>	<p>Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other</p>
<p align="center">FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Component 02740000</p>	<p>Part Name(s) TIRES:TREAD FIRESTONE WILDERNESS AT</p>		<p>Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear</p>		<p>Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement</p>
<p>No of Failures 1</p>	<p>Date(s) of Failure(s) 29 JUN 2000 Mileage at Failure(s) 36,325 Vehicle Speed at Failure(s) 65 MPH LOWERED TIRE</p>		<p>Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p align="center">APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured -</p>	<p>Number of Fatalities -</p>	<p>Estimated Property Damage -</p>	<p>Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p align="center">NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</p>					
<p>ORIGINAL EQUIPMENT ON A 97 MOUNTAINEER. TREAD SEPARATED ON THE RIGHT REAR TIRE. *AK On June 29, 2000, while driving from Florida to South Carolina, the tread came off the right rear tire (FIRESTONE WILDERNESS AT) on our Mercury Mountaineer. We had 2 new B.F. Goodrich tires installed by Sam's Club, we had them put the new ones on the front and the (FIRESTONE) transferred to the back, not knowing of the defective Firestone tires, we did not save the damaged tire; but did keep the other one. ON AUG. 9, 2000, we learned of the</p>					
<p align="right">CONTINUE ON BACK IF NEEDED</p>					
<p>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.</p>					

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 W 2 H L

MANUFACTURER/TIRE NAME

FIRESTONE WILDERNESS AT

SIZE

235-75R-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)

recall and contacted FIRESTONE & FORD MOTOR. During so, we were told our tires were not in the recall even though we had the same problems - Even though we had no property damage or injuries it was a frightening experience. - Before continuing to west Virginia for an extended vacation, we feared for our safety and had 2 B.F. Goodrich Tires installed on the rear of the vehicle to replace the Firestone tires. - We feel that due to our truck driving experience, we knew to slow the SUV down when we suspected tire trouble. We feel that FIRESTONE put our lives in danger by withholding vital information of defective tires. "THANK GOD" we had the road experience to protect ourselves, but feel we should be compensated for the replaced tires.

- 2- TIRE REPLACEMENT INVOICES INCLOSED (SAM'S CLUB)
- 1- TIRE INSPECTION REPORT: (HERITAGE LINCOLN-MERCURY)
- 1- " " " (FIRESTONE TIRE & SERVICE CENTER)

U.S. G.P.O. 1992 - 623-967/60086

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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





IMPORTANT DOCUMENT

14222

- TIRE/BATTERY INSTALLATION WORK ORDER
- YES/NO LIFETIME TIRE SERVICE PACKAGE PURCHASER'S FORM
- YES/NO BASIC LIMITED WARRANTY INFORMATION

I hereby authorize the repair work below to be done along with the necessary material, and hereby grant you and/or your partner permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repair thereto.

SAM'S CLUB IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. DAMAGE TO VEHICLES INCLUDING LOST TUBCAPS MUST BE REPORTED TO THIS CLUB WITHIN 72 HOURS OF SERVICE.

SAVE THIS DOCUMENT!!

CLUB #: 8278

[Signature]
MEMBER SIGNATURE

MEMBERSHIP NUMBER		[REDACTED]	
CITY		[REDACTED]	
ZEPHYRHILLS		[REDACTED]	
DATE		1997	
7-1-00		[REDACTED]	
MAKE AND MODEL		COLOR	LICENSE / STATE OF LICENSE
MERCURY-Mountaineer		WHITE	[REDACTED]
MEMBER ARRIVAL TIME		SERVICE COMPLETED TIME	WORK / HOME PHONE
[REDACTED]		[REDACTED]	[REDACTED]
QTY	DESCRIPTION	NOTE: All 16" or 16.5" tires must be approved by TMA supervisor.	
2	235/75-17RA		
TIRE SIZE	SWC#	SPECIAL INFORMATION	
BATTERY GROUP	SWC#		
BALANCE	YES NO		
ROTATION	YES NO		
KEEP OLD TIRES	YES NO	RELEASED BY	
KEEP OLD BATTERY	YES NO	[Signature]	
BEST TO SPARE	YES NO	TIRE ROTATION	
RECOMMENDED TIRE PRESSURE FRONT:	REAR:	LUG TORQUE	
35 PSI	35 PSI	F 107-110 LB	
		R 107-110 LB	
WAY W/L Yes No		CUSTOM RIMS/LOCKING NUTS	
L/F		YES NO	
L/R			
S		ATTENTION: IF YOU HAVE ALUMINUM RIMS, HAVE YOUR LUG NUTS REFORMED BETWEEN 25 AND 50 MILES	
DISCLAIMER		SAFETY CHECKLIST	
<input type="checkbox"/> Predamaged or loose fitting wheel covers <input type="checkbox"/> Predamaged or needed lug nuts <input type="checkbox"/> Predamaged or rusty wheels <input type="checkbox"/> Predamaged or corroded cables <input type="checkbox"/> Predamaged or corroded tray/hold down		<input checked="" type="checkbox"/> Lug nuts tightened <input checked="" type="checkbox"/> Sealed hubcap (same condition) <input type="checkbox"/> Wheels balanced w/steering <input type="checkbox"/> Rear-end alignment in vehicle <input type="checkbox"/> Battery cable ends secured <input type="checkbox"/> Battery hold down secured	
MEMBER MUST INITIAL			
DATE OF ROTATION	ODMETER READING	CLUB NUMBER	CLUB SIGNATURE

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS DOCUMENT. 30 DAY GUARANTEE ON BALANCE.

SAVE THIS DOCUMENT!!

SVC-40 Rev 2-98

MEMBER COPY

SAM'S CLUB

07/01/00 11:56 9911 8278 042 151
 N MEMBER 30413329723
 DICK BURGSTRÖM A.C.
 89659 235/75-17RA 145.58 T
 2 @ 2.00
 21458 STATE FEE 4.00 N
 2 @ 7.50
 3 TIRE SERVICE 15.00 N

TAX 1 5.000 \$ 7.28
 TOTAL 171.84
 DEBIT VEND 171.86
 CHANGE DUE 0.00

LEFT DEBIT ACCOUNT: 171.86
 PAY FROM PRIMARY 5387
 TOTAL PURCHASE 171.86
 REF # 01204218160
 NETWORK ID: 0017 APPR CODE: 050734
 07/01/00 11:57:36

4 ITEMS SOLD 6

TCA 3395 4132 0307 2164 2523 5
 NOW OPEN WWW.SAMSClub.COM
 07/01/00 11:57:44



IMPORTANT DOCUMENT

545395

TIRE/BATTERY INSTALLATION WORK ORDER
YES/NO LIFETIME TIRE SERVICE PACKAGE PURCHASER'S FORM
YES/NO BASIC LIMITED WARRANTY INFORMATION

I hereby authorize the repair work below to be done along with the necessary material, and hereby grant you and/or your partner permission to operate the car or truck...

SAM'S CLUB IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL...

SAVE THIS DOCUMENT!!

CLUB #: 8278

MEMBERSHIP NUMBER, CITY (ZEPHYRUS), DATE (9-13-00), MAKE AND MODEL (MERCURY MOUNTAINEER), COLOR (WHITE), LICENSE/STATE OF LICENSE (26 US 1987)

Table with columns: QTY, DESCRIPTION, SUPERVISOR, SPECIAL INFORMATION, RELEASED BY, TIRE INFLATION, LUG TORQUE, CUSTOM RIMS/LOCKING HUBCAPS, ATTENTION: IF YOU HAVE ALUMINUM RIMS...

DOT No., DISCLAIMER, SAFETY CHECKLIST (Tire # 1-4, Lug nuts tightened, Secured hubcap, etc.)

Table with columns: DATE OF ROTATION, ODOMETER READING, CLUB NUMBER, CLUB SIGNATURE, PSI (check)

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS DOCUMENT. 30 DAY GUARANTEE ON BALANCE.

SWC-46 Rev. 2-98

SAVE THIS DOCUMENT!!

MEMBER COPY

MEMBER COPY details: GET DEBIT ACCOUNT, PAY FROM PRIMARY, REF # 022606146559, NETWORK ID, 08/13/00, 11:12:24, * ITEMS SOLD 6, 145.58 T, 4.00 H, 171.86, 0.00

