

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

11-AUG-2000

Od_or _____

rt_dt _____

od_rt _____

up_ltr _____

Reference No.

867574

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 FORD TRUCK	Vehicle Model EXPLORER	Vehicle Year 1996	Current Odometer Reading
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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 Q2740000	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)**FIRESTONE ATX TIRE TREAD SEPARATED, CAUSING A BLOWOUT WHILE DRIVING AT 70 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

SEP 13 PM 12:14

11-AUG-2000

DEFECTS INVESTIGATION

Oid_or

rt_dt

od_rt

up_ltr

Reference No.

867574

OWNER INFORMATION (Type or Print)

626311

Work Nur

Home Nur

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 09/25/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Locate at bottom of windshield on driver's side) 1FM0U32K7T2B 25817		Vehicle Make FORD TRUCK	Vehicle Model EXPLORER	Vehicle Year 1996	Current Odometer Reading 74127
Purchase Date Mar. 1996	Dealers Name <u>Ford Country</u>		Engine Size (CID/GC/L) 4.6L	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection	
☒ New ☒ Used	City <u>Exton</u> State <u>PA</u> Zip Code <u>19341</u>		No Cylinders <u>6</u>		
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 UT ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 62740000	Part Name(s) TIRES:TREAD	Location ☐ Left ☐ Front ☒ Right ☒ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) <u>February 18, 2000</u> Mileage at Failure(s) <u>64500</u> Vehicle Speed at Failure(s) <u>70 mph</u>	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 <u>none</u>	Number of Fatalities <u>none</u>	Estimated Property Damage <u>vehicle's damage</u> <u>\$2063.44</u>	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

FIRESTONE ATX TIRE TREAD SEPARATED, CAUSING A BLOWOUT WHILE DRIVING AT 70 MPH. DEALER HAS BEEN CONTACTED. *AK Occurred on February 18, 2000, caused \$2063.44 in damage to vehicle. Repair receipt attached; pictures attached; tire receipt attached. The tread separated, causing damage to the vehicle, however, the tire itself was not flat.

CONTINUE ON BACK IF NEEDED

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CARA COLLISION & GLASS

"We'll take CARA you"
 LIFETIME WARRANTY
 3595 BOULDER HWY
 Las Vegas, NV 89121
 PH (702) 457-3002

Repair Order # 9204

for 96 FORD EXPLORER 4X2

by GEORGE INSANA

License 131GJS
 VIN # 1FMDU32X7TZB25817
 Mileage 64818
 Pt/Styl RED/MET 4D UTV
 Remarks

Ins Co. MORROW & ASSO.
 Adjuster SHARON MORROW
 Ins Adrs 4401 E.SUNSET RD.STE.9
 Ins City HENDERSON, NV. 89014
 Ins Phone 4515533fx4513491
 Tech(s) TIMOTHY/JOO
 Claim # 270200000067
 Policy #
 Deductbl 500.00

Date Est. 02/21/00
 Date In 03/06/00
 Target 03/10/00
 Completed 03/10/00
 Estimate # 32703
 CCC/ADP #
 Insured Y
 Claimant N
 Painter MARIO

#	DESCRIPTION	PRICE	LABOR	PAINT
1	QUARTER PANEL			
2	REPR RT QUARTER PANEL W/O EDDIE BAU		14.5	2.6
3	ADD FOR CLEAR COAT			1.0
4	REPL RT BODY SIDE MLDG XL & XLT TIT	97.18	0.3	
5	REAR DOOR			
6	RT DOOR SHELL EDDIE BAUER			1.1
7	R&I RT BODY SIDE MLDG XL XLT RED		0.3	
8	R&I RT HANDLE OUTSIDE		0.4	
9	R&I RT DOOR TRIM PANEL W/O CARPETI		0.4	
10	LIFT GATE			
11	REPR GATE SHELL W/WIPER		2.0	2.8
12	OVERLAP MAJOR ADJ. PANEL			-0.4
13	ADD FOR CLEAR COAT			0.5
14	R&I HANDLE		0.4	
15	R&I CYL & KEYS W/O ANTI-THEFT AND		0.3	
16	R&I LT NAMEPLATE EXPLORER XLT 2WD		0.2	
17	R&I NAMEPLATE FORD		0.2	
18	R&I WIPER ARM 1" SPLINE		0.3	
19	NOZZLE			
20	R&I TRIM PANEL SADDLE		0.3	
21	REAR LAMPS			
22	REPL RT COMBO LAMP ASSY	57.20	0.3	
23	REAR BUMPER			
24	R&I O/H REAR BUMPER		1.5	
25	REPL FACE BAR XL XLT & EDDIE BAUER	300.00		
26	REPL CUSHION BUMPER COVER	58.87		
27	REPL CUSHION HITCH COVER	57.03		
28	PILLARS ROCKER & FLOOR			
29	REPL RT ROCKER MOLDING 4 DOOR	103.37	0.5	
30	STRIPE TAPE			
31	REPL RT STRIPE TAPE SIDE KIT	38.90		
32	REPL STRIPE TAPE LIFT GATE KIT	42.96		
33	HAZARDOUS WASTE DISPOSAL-H	5.00		
34	REFINISH COVER FOR OVERSPRAY			0.3

DESCRIPTION	PRICE	LABOR	PAINT
35 REFINISH COLOR MATCH			0.5
36 COLORSAND & POLISH			0.5
37 1*****SUPPLEMENT*****			
38 NW.LAMP ASSY.BULB	3.13		
39 NW.MINI LAMP BULB	6.24		

Labor	Units	Rate	Dollars	Parts	764.88	
Paint	8.9 @	34.00	302.60	Paint Mat.	178.00	
Body	21.9 @	34.00	744.60	Body Mat.	0.00	Total Items 947.88
Mech	0.0 @	65.00	0.00	Haz. Waste	5.00	Total Labor 1047.20
Frame	0.0 @	34.00	0.00	Sublet	0.00	Subtotal 1995.08
GLASS	0.0 @	34.00	0.00	LKQ	0.00	
Detail	0.0 @	34.00	0.00	Towing	0.00	
PDR-La	0.0 @	50.00	0.00	STORAGE	0.00	
				Storage	0.00	Tax 7.2500% 68.36
Total	30.8		1047.20	ADDL. Matl	0.00	
				ADDL. Labr	0.00	
Paint Mat @ 20.00				DDL.LS.N/T	0.00	Grand Total 2063.44
Insurance Pays : 1563.44				Customer Pays : 500.00		

PAID
500.00 3/10/00
ek.

FREE CUSTOMER FLAT REPAIR

DISCOUNT
TIRE CO. INC.

FREE CUSTOMER ROTATION

98033895
96873895

DATE: 03-11-2000 10:57 AM

NVL 09 1

STORE # 1 TRAN

BRENT #288

SALESPERSON

2640 WINDMILL PKWY

HEANDENSON NY 13014-0000

716-873-8955

CODE	CC	QTY	SIZE	DESCRIPTION	F.E.T.	PRICE	AMOUNT
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15061	1	2	9235/75R-15	1055 PATENTED HAD RTR AS DWL	70.00		140.00
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80017	1	2	CERTIFICATES		9.25		18.50
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80075	1	2	STATE REQUIRED	ENVIRONMENTAL FEE	4.00		8.00
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80020	1	2	WASTE TIRE DISPOSAL FEE		1.50		3.00
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80004	1	2	LIFETIME	COMPUTER SPIN BALANCE	10.50		21.00
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REAR, RR TO SPARE

W/O

80145	1	2	RUERER VALVE		2.75		5.50
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Save 1 hour
out the door

TORQUE TO MANUFACTURER'S SPECIFICATIONS BY
CS
RE-TORQUE AT 75 MILES

CHECK ACCT: 0835636804 UNITS: 2 NUM: 2653 AUTH# 20 TAX: 12.11 TOTAL: 202.11

CHECK: 202.11
TENDERED: 202.11

WORK ORDER

REPAIR ☐ ROTATION ☐ REBALANCE ☐ MOUNTING ☐ AIR CHECK ☐ RETURN TIRES ☐ CHANGE SNOWS ☐

LF RF LF RR S

LIFETIME LIMITED WARRANTY
FREE REPLACEMENT MORE HAZARD
MILEAGE WARRANTY
CPS MILEAGE
REIGHTEN LUG NUTS AFTER 25 MILES

CUSTOMER INITIALS

X

Customer Signature
Cardholder acknowledges receipt of goods and/or services in the amount of the total shown hereon and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.

