

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

436

Date Received

16-AUG-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

867902

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
744FV5225194	FIRESTONE	FIRESTONE	1900	

Purchase Date	Dealer's Name	Engine Size (CID/CCL)	☐ 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	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
--	---	---	--	--	--	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES: TREAD	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 04-AUG-2000 Mileage at Failure(s) 36000 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)

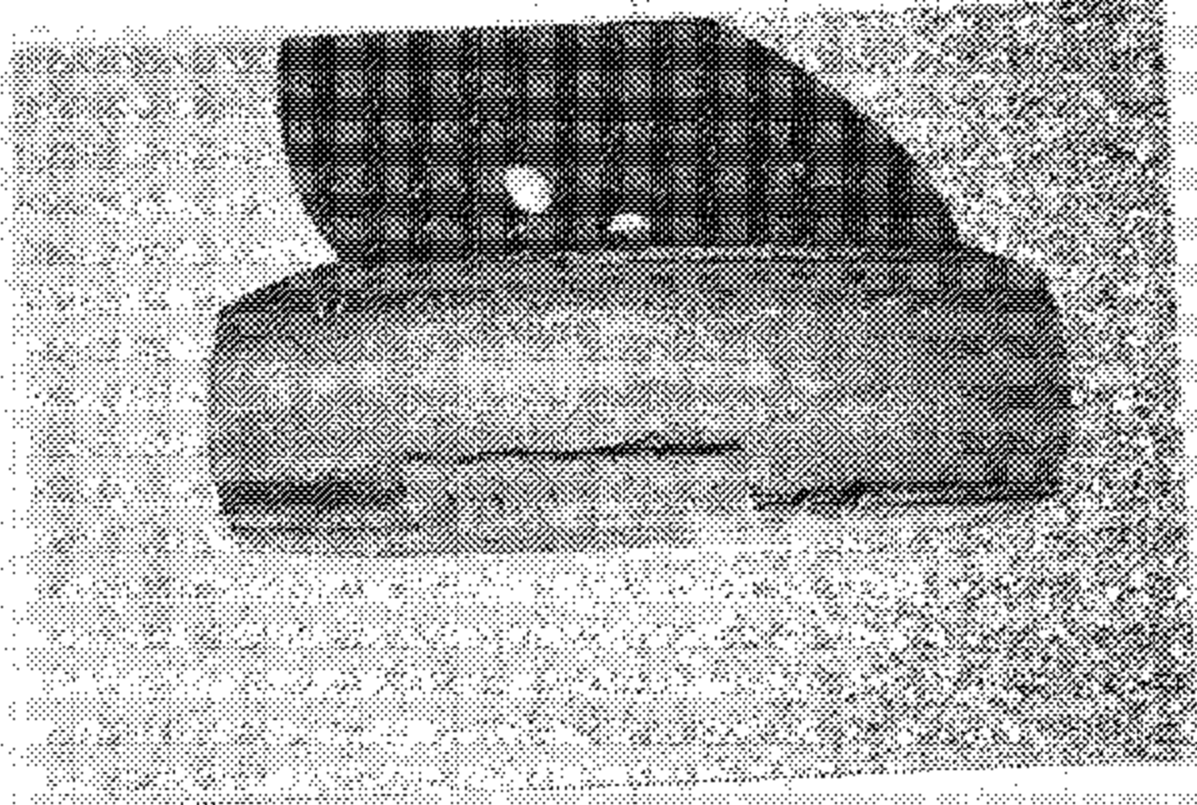
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
--	---	---------------------------	----------------------	---------------------------	---

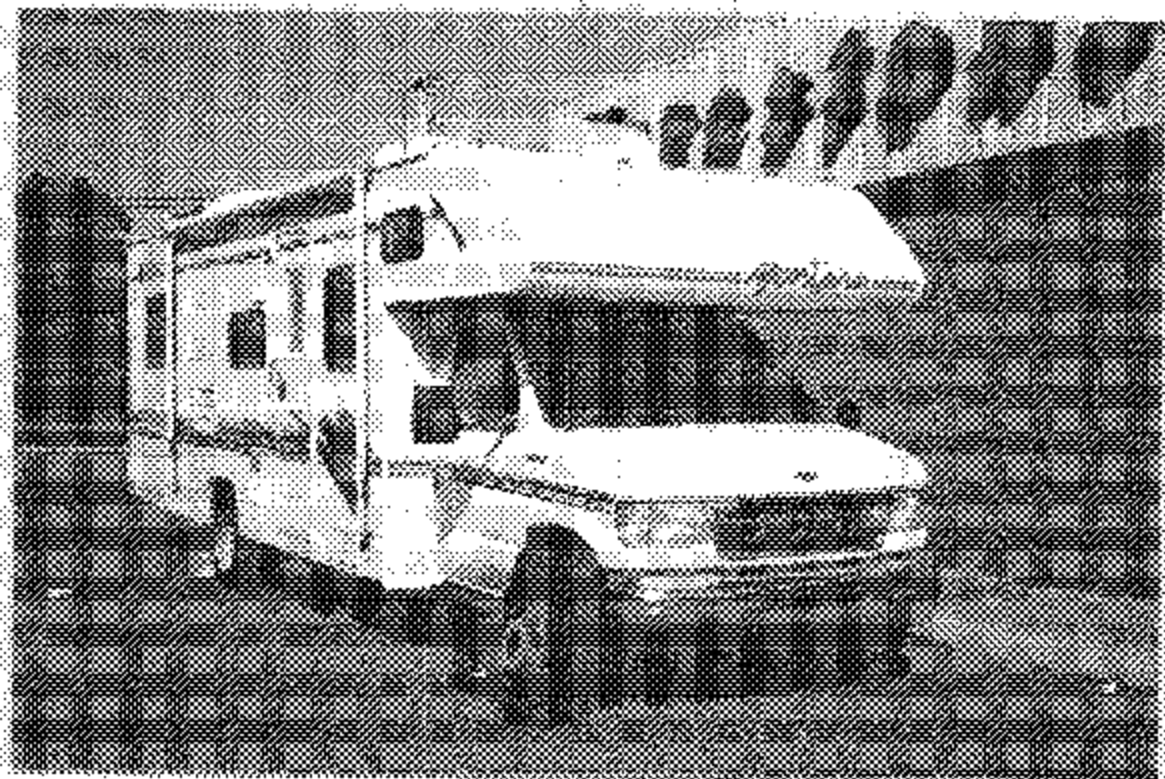
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

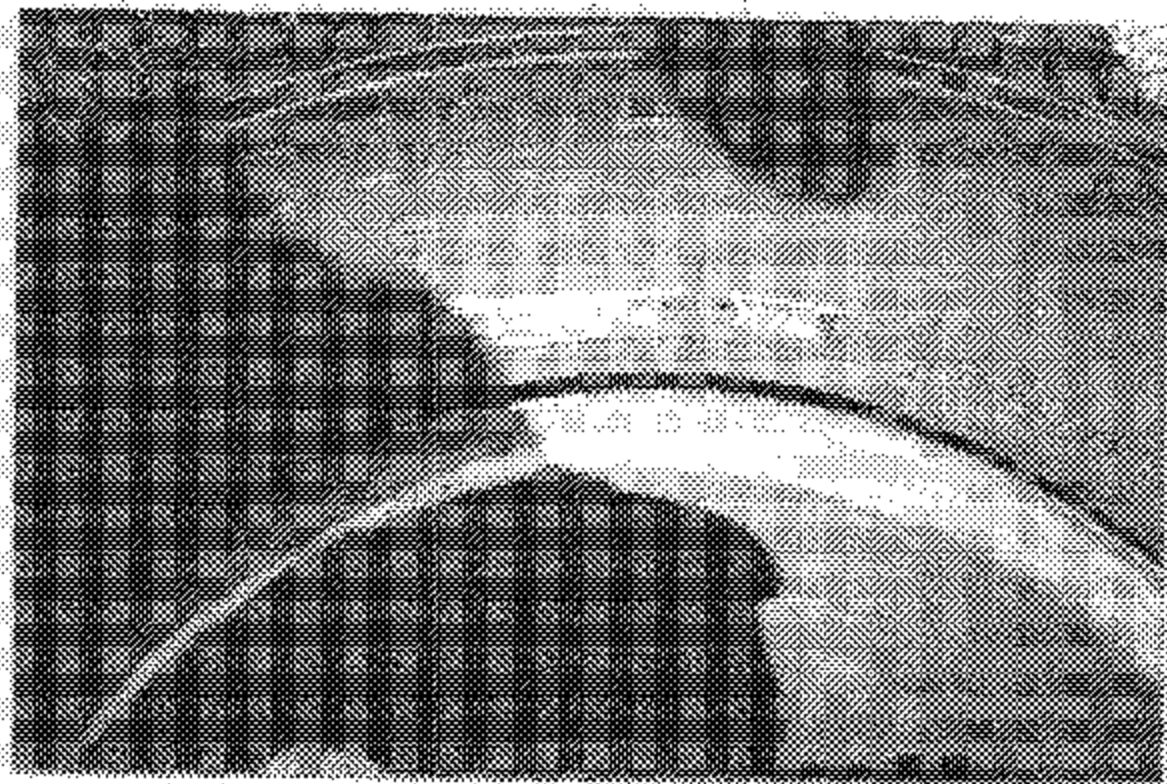
CONSUMER HAS A 1997 TIOGA MOTORHOME. ORIGINAL TIRES WERE ON VEHICLE. TIRE SIZE LT225/75R16. DOT#VD111XD167. FRONT PASSENGER TIRE TREAD CAME OFF WHILE TRAVELING AT 62MPH. CONSUMER STATED THAT IF TIRE HAD NOT BEEN MADE OF STEEL COULD HAVE LOST CONTROL. FIRESTONE AGREED TO UPGRADE TIRE AFTER DEBATE OVER PROBLEM. FIRESTONE WILL CHARGE TO UPGRADE, MOUNTING BALANCING & FEDERAL EXCISE TAX. WHICH FIRESTONE REALLY ISN'T PAYING FOR ANYTHING. *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.







 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 438 Date Received 00 OCT 19 16-AUG-2000 DEFECTS Od_or _____ rt_dt _____ od_rt _____ up_ltr _____ Reference No. 867802 Work Number _____ Home _____	
OWNER INFORMATION (Type or Print) [Redacted] 627080			
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 [Redacted] Date 9/17/2000			
(VIN) Ford - 1FDE40340B609235 VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on drivers side) 1FDE40340B609235 744FV5225194 Fleetwood		Vehicle Make FIRESTONE Vehicle Model FIRESTONE Vehicle Year 1900 Current Occupant's Residing _____	
Purchase Date 7-9-97 ☒ New ☐ Used		Dealer's Name County Line RV City Coon State FL Zip Code _____ Engine Size (CID/GCM) 415H ☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection No Cylinders 10	
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 Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☒ Other MOTOR HOME	
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	Date(s) of Failure(s) 04-AUG-2000 Mileage at Failure(s) 36000 Vehicle Speed at Failure(s) 62 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 _____	Number of Fatalities _____
Estimated Property Damage _____		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER HAS A 1997 TIOGA MOTORHOME. ORIGINAL TIRES WERE ON VEHICLE. TIRE SIZE LT225/75R16, DOT#VD11XD167. FRONT PASSENGER TIRE TREAD CAME OFF WHILE TRAVELING AT 62MPH. CONSUMER STATED THAT IF TIRE HAD NOT BEEN MADE OF STEEL COULD HAVE LOST CONTROL. FIRESTONE AGREED TO UPGRADE TIRE AFTER DEBATE OVER PROBLEM. FIRESTONE WILL CHARGE TO UPGRADE, MOUNTING BALANCING & FEDERAL EXCISE TAX. WHICH FIRESTONE REALLY ISN'T PAYING FOR ANYTHING. *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.			

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 Y D I L / X D 1 6 7

MANUFACTURER/TIRE NAME

Firestone / SteelTex Radial RYS 225/75R16

SIZE

* 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)

10

#

☆ U.S. G.P.O.: 1982-623-887 / 80366

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

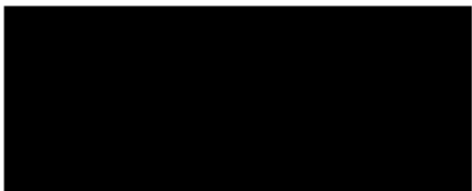
POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Oct 1, 2000

National Highway
Traffic Safety Administration
400 7th. St, SW
Washington, DC 20590



Re: Firestone Tread Separation

Dear Sir/Madam

Vehicle 1997 Fleetwood Tioga Mantara Motor Home - Built on a E-Superduty Ford Chassis
Ford Vin IFDE40S3VHB60823 with OEM Firestone LT225/75R16 SteelTex R4S Tires
Ford Manufactured Date 5/97 Axle Ratings front axle capacity 4600 lbs. Rear axle 9450 lbs.

Fleetwood Vin 744FV5225194
Fleetwood Manufactured Date 6/97

I have enclosed two photo's of a Firestone LT225/75R16 Steeltex R4S LRE tire that the tread separated and a photo of my 26.7 foot motor home. After much debate Firestone finally agreed to change out the Firestones tire for R187 F Bridgestones. I have also enclosed a copy of the Firestones invoice #008246 where they charged up to \$34.92 a tire plus \$63.00 more for the upgrade to Bridgestones. Four tires had 4/32 wear two had 3/32 and they charged me 2/32 for the one tire that the tread had separated. They also charged me for wheel balance labor and wheel weights. In addition to the \$774.29 I had just spent \$93.00 to have the Firestones Tires forced balanced. It's quite clear to me that this deal is in Firestones favor at my expense.

The debate started when they asked me if I was Maintaining the tircs. I informed them that every morning before starting out I check tire pressure to make sure each tire has 80 PSI. and that the front axle fully loaded weighs 4080 lbs. 1280 lbs. Under the rated capacity of the tires. The rear axle fully loaded weighs 8340 lbs. 1540 lbs. Under the rated capacity of four dual LRE tires. See certified weight ticket enclosed I have owned four motor homes that I have driven over 250,000 miles and this is the first time I've had a tire tread to separate..

For several years now most Class C motor homes were built on Ford E-Superduty chassis with Firestone LT 225/75 R16 LRE. There are Millions of these defective unsafe tires on the nations highways that should be recalled at Firestones expense not the consumers..

Sincerely,



cc: Firestone Consumer Affairs - Ford Motor company - Fleetwood Consumer Affairs

FLYING J TRAVEL PLAZA

 J-SCALE-GUARANTEED WEIGHT

WEIGHED AT: TICKET NUMBER 97733

FLYING J TRAVEL PLAZA
1501 Harrisburg Pk.
Capitola, Pa. 17013

12420 lb GROSS

8-03-66

4080 lb 6340 lb

Weight Fee \$6.00



Our Seal Means It's
"GUARANTEED"

NAME: RV
TRUCK ID: 0
TRAILER ID: 0

COMMODITY

X
WEIGHER SIGNATURE

Customer Invoice
008246
08/17/2000

FIRESTONE TIRE & SERVICE CENTERS
N DELSEA DR
GLASSBORO, NJ. 08028

SERVICE ADVISOR:
01 L
856.881.7474

1997 FORD E450 SUPER DUTY TIOGIA
Lic #: USW60U FL Vln #:
In: 08/17/00 9:31AM Mileage: 39,507
Out: 08/17/00 1:12PM

Store # 011797

RETAIL SALE

Description	Article Number	T#	Qty	Unit Price	Extended Price	Job Total
COURTESY CHECK						0.00
COURTESY CHECK	7046930	12	1	N/C	N/C	
BRIDGESTONE TIRE PACKAGE						728.61
WHEEL BALANCE WEIGHT	7018708	12	7	3.99	27.93	
WHEEL BALANCE LABOR	7018716	12	7	7.00	49.00	
DISCOUNT WHEEL NEW ACCT DISCOUNT	7001690	12	-1	12.00	-12.00	
TIRE INSTALLATION	7015016	12	7	N/C	N/C	
R187F METRO TUBLST 22575R16	293717	12	1	89.19	89.19	
WARRANTY TIRE INFORMATION						
ORIGINAL ARTICLE #150886 PRICE 0.00 COLLECTED 0%						
REMAINING TREAD DEPTH 10/32 SERIAL # VD1L1XD167						
TIRE EXCISE TAX	7024570	12	1	1.88	1.88	
R187F METRO TUBLST 22575R16	293717	12	1	89.19	89.19	
WARRANTY TIRE INFORMATION						
ORIGINAL ARTICLE #150886 PRICE 0.00 COLLECTED 0%						
REMAINING TREAD DEPTH 10/32 SERIAL # VD1L1XD167						
TIRE EXCISE TAX	7024570	12	1	1.88	1.88	
STLTEX R4S II LT225/75R16E BL	150886	12	1	97.92	97.92	
WARRANTY TIRE INFORMATION						
ORIGINAL ARTICLE #150886 PRICE 96.99 COLLECTED 101%						
REMAINING TREAD DEPTH 9/32 SERIAL # VD1L1XD167						
R187F METRO TUBLST 22575R16	293717	12	1	97.92	97.92	
WARRANTY TIRE INFORMATION						
ORIGINAL ARTICLE #150886 PRICE 0.00 COLLECTED 0%						
REMAINING TREAD DEPTH 9/32 SERIAL # VD1L1XD167						
TIRE EXCISE TAX	7024570	12	2	1.88	3.76	
R187F METRO TUBLST 22575R16	293717	12	1	97.92	97.92	
WARRANTY TIRE INFORMATION						
ORIGINAL ARTICLE #150886 PRICE 0.00 COLLECTED 0%						
REMAINING TREAD DEPTH 9/32 SERIAL # VD1L1XD167						
TIRE EXCISE TAX	7024570	12	1	1.88	1.88	
R187F METRO TUBLST 22575R16	293717	12	1	97.92	97.92	
WARRANTY TIRE INFORMATION						
ORIGINAL ARTICLE #150886 PRICE 0.00 COLLECTED 0%						
REMAINING TREAD DEPTH 9/32 SERIAL # VD1L1XD167						
TIRE EXCISE TAX	7024570	12	1	1.88	1.88	
R187F METRO TUBLST 22575R16	293717	12	1	80.46	80.46	
WARRANTY TIRE INFORMATION						
ORIGINAL ARTICLE #150886 PRICE 0.00 COLLECTED 0%						
REMAINING TREAD DEPTH 11/32 SERIAL # VD1L1XD167						
TIRE EXCISE TAX	7024570	12	1	1.88	1.88	

Technician: 12 JOHN ROGERS

See

reverse side for Warranty

Information

Customer Invoice
008246
08/17/2000

FIRESTONE TIRE & SERVICE CENTERS
N DELSEA DR
GLASSBORO, NJ. 08028

Service Advisor:
01 L
856.881.7474

1997 FORD E450 SUPER DUTY TIOGIA
Lic #: USW60U FL Vin #:
In: 08/17/00 9:31AM Mileage: 39,507
Out: 08/17/00 1:12PM

Store # 011797

RETAIL SALE

Description	Article Number	T#	Qty	Unit Price	Extended Price	Job Total
Payment History:				Summary:		
Firestone	0723	774.29	0019/361	Parts		691.61
Total Tendered		774.29		Labor		37.00
				Shop Supplies		1.85
				Sub-Total		730.46
				Tax		43.83
				Total		\$774.29

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.