

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

137

Date Received

16-AUG-2000

Od_or _____

rt_dt _____

od_rt _____

up_ltr _____

Reference No.

867951

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	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDU34X9SZB69541	FORD TRUCK	EXPLORER	1995	

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 _____ ☐ 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 02740000	Part Name(s) TIRES: TREAD	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No. of Failures 0	Dates of Failure(s) 01-MAR-1998 Mileage at Failure(s) 71000 Vehicle Speed at Failure(s) 60	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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING ABOUT 60 MPH RIGHT REAR TIRE SUFFERED A TREAD SEPARATION. HOWEVER, CONSUMER KEPT CONTROL OF VEHICLE. FIRESTONE ATX, 235/75R15 .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 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 197 Date Received <u>16 AUG 2000</u> Office <u>DEFECTS INVESTIGATION</u> Reference No. <u>867951</u> Work Number <u>[REDACTED]</u> Home Number <u>[REDACTED]</u>	
OWNER INFORMATION (Type or Print) 627213					
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 <u>[REDACTED]</u> Date <u>8/12/00</u>					
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Vehicle Mileage (Reading)
1FMDU34X9S2B69541		FORD TRUCK	EXPLORER	1995	71,600
Purchase Date <u>08-95</u> ☒ New ☒ Used		Dealer's Name <u>DOWNEY FORD</u> City <u>DOWNEY</u> State <u>CA</u> Zip Code <u>90240</u>		Engine Size (CID/CC/L) <u>4.6Ltr</u> No Cylinders <u>6</u> ☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection	
Transmission Type	Antilock Brakes	Restraint System		Cruise Control	Drive Train
☐ Manual ☒ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☒ 2-Point Belt ☒ Passengerside Airbag		☒ Yes ☒ No	☐ Front ☐ Rear ☒ 4-Wheel
				Vehicle Type	Body Style
				☐ Car ☒ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 02740000	Part Name(s) TIRES:TREAD		Location		Failed Part(s)
			☐ Left ☒ Right ☐ Front ☒ Rear		☒ Original ☐ Replacement
No of Failures 0 1	Date(s) of Failure(s) <u>01-MAR-1998</u> Mileage at Failure(s) <u>71000 ~ 37800</u> Vehicle Speed at Failure(s) <u>60</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	Fire	Number of Persons Injured	Number of Injuries	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	\$650 ⁰⁰	☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
WHILE DRIVING ABOUT 60 MPH RIGHT REAR TIRE SUFFERED A TREAD SEPARATION. HOWEVER, CONSUMER KEPT CONTROL OF VEHICLE. FIRESTONE ATX, 235/75R15 7AK <i>The Tread separation damaged the right rear wheelwell and body panel of the vehicle.</i>					
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.					

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 V D H L I P M 2 0 5

MANUFACTURER/TIRE NAME
FIRESTONE RADIAL ATX

SIZE
235 75R15

* 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)

when I took the failed tire to the Firestone store near my home. The service agent insisted it had to have happened because of a road hazard. He insisted that the manufacturer would never admit to a defective tire. I insisted that he provide the number for me to call for an investigation & reclaimed the damaged tire. When I called the 800 number he gave me, I was advised to send the tire to BFTS in Nashville upon receiving a mailing label. I did so and sent a completed Investigative Report along with estimates to repair the body damage caused when the tread separated.

One month later I received reimbursement from Bridgestone/Firestone for my damages.

☆ U.S. G.P.O. 1992 - 823-887 / 80086

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

Incident Report

Time and Place	Date of Incident 3-25-98	Time 2:30 P.M.	Exact Location Where Incident Occurred Hwy 14 5 mi S of ROSAMOND, CA.		
Customer Vehicle	Vehicle Make FORD	Year 1995	Model EXPLORER	Mileage at PPK 40,000	
	Owner of Auto		Telephone Number		
Property Damage to Customer's Car	Damage to Customer Vehicle RIGHT REAR WHEELWELL PANEL & TRIM			Estimated Cost	
	Have you submitted this to your insurance company? Yes ☐ No ☒				
	Are you planning to submit this claim to insurance company? Yes ☐ No ☒				
	Has your vehicle been repaired? Yes ☐ No ☒				
Customer Insurance Co. (Please include telephone number)					
Property Damage to Other Car (if applicable)	Was another vehicle involved? Yes ☐ No ☒		Name and Address		
	Damage		Estimated Cost		
	Does Owner of Vehicle Have Insurance? Yes ☐ No ☐		Covering Damages to Car? Yes ☐ No ☐	Covering Damages or Injury to Other Car? Yes ☐ No ☐	
	Other Property Damage				
Injured Person	Was Anyone Injured? Yes ☐ No ☒		Name and Address		
	Sex Male ☐ Female ☐	Age	Occupation	Has Injured Person Retained an Attorney? yes ☐ no ☐	
Injury	Nature of Injury				
	Any Disability Involved?				
Witness	Name		Address		
Tire Data (if available)	Size-Type RADIAL RFX 235 75 R 15	Mileage on Tire approx 40,000	DOT Number (10 digit # located on sidewall) VDH6 1PM 205	Position Mounted RT. REAR	
Description of Incident	We WERE DRIVING SOUTH ON Hwy 14 FROM MOJAVE, CALIFORNIA WHEN WE FELT A SHIMMYING. IT SEEMED AS THOUGH THERE WAS AN ALIGNMENT PROBLEM. Suddenly, THERE WAS A "POP" AND A THUD AND IT BECAME APPARENT THE RT. REAR TIRE HAD (continue on back if necessary)				
Signature of			Date Signed 3/26/98		

DELAMINATED. A LARGE PIECE OF THE TIRE FLEW OFF. JOAN GUIDED THE CAR TO THE ROADSIDE (2 LANES-WE WERE IN THE #1 LANE) AND STOPPED ABOUT 1/4 MILE LATER. JOAN CHANGED THE TIRE AND WE PROCEEDED HOME AND IMMEDIATELY TOOK THE TIRE TO THE FIRESTONE STORE NEAR OUR HOUSE, WHERE WE ROUTINELY GET SERVICE, AND PURCHASED A NEW TIRE.

FIRESTONE TIRE & SERVICE CENTERS

CUSTOMER INVOICE
NO. 5-032567-6

FIRESTONE TIRE AND SERVICE CENTER
18051 SHERMAN WAY
REDDO, CA 91865
(818) 344-7100

Page 1 of 1
03-03-95

CUSTOMER:

VEHICLE:
95 FORD EXPLORER
4.0 LITRE F/I V6 VIN: X
Mileage: 37939 License: 8NAR785 CA
VIN #

Store #011770-6708 TR:2743 04 04 1 535 F 45030299 EPA # C0052137094
ROAD HAD CLAIM PASS SALES RECEIPT

Description	Each	Part	Qty	Unit	Parts	Price
RAIL HTX 11 TUBES 83575R.6	00	00000001	1	20.00	20.00	20.00
WHEEL BALANCE WEIGHT	00	10000001	1	1.00	1.00	1.00
WHEEL BALANCE LABOR	00	10000001	1	1.00	1.00	1.00
RUBBER VALVE STEM	00	10000001	1	1.00	1.00	1.00
DECLINED ROAD HAZARD	00	40000001	1	0.00	0.00	0.00
REPAIR VALVE RECOVERY	00	10000001	1	0.00	0.00	0.00
REPAIR VALVE RECOVERY	00	10000001	1	0.00	0.00	0.00
TOTAL: 00.00						7.00

CUSTOMER SATISFACTION
Sales Representative: J J PINEDA

SUMMARY
Sales
Subtotal
Total
Total
Total

CHECK 67.00
Total Tendered 67.00

I have received the above goods and/or services. If this is a credit sale purchase, I agree to pay and comply with my cardholder agreement with the issuer.

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

The attached estimate is part of this invoice.

Signature or Initials
Estimate Revised D
Contacted

THANK YOU FOR SHOPPING

FIRESTONE TIRE AND SERVICE CENTER
YOUR SATISFACTION
IS OUR NUMBER ONE GOAL

BRIDGESTONE/FIRESTONE TIRE SALES COMPANY

Libbie Kakales
Phone: (615) 231-3512
Fax No.: (615) 882-8512

One Bridgestone Park
P.O. Box 140991
Nashville, Tennessee 37214-0991
Fax No.: (615) 872-2661

REF. No. 980352-12398
April 28, 1998



Please find enclosed your check from Bridgestone/Firestone, Inc. in the amount of \$664.05. This amount is based upon the estimate that you submitted from your body shop, V.I.P., for \$647.06. We are informed that you have already received an adjustment on the tire involved from your tire dealer. Your shipping expense, \$16.99, has also been included.

Thank you for your cooperation in resolving this claim. We hope you will continue as a satisfied Bridgestone/Firestone, Inc. customer. If you have any questions, please feel free to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Libbie Kakales".

Libbie Kakales
Claims Processor

LK/tlm
Enclosure

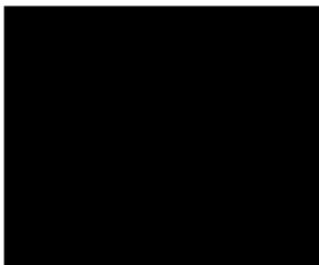
BFTS

1515 Elm Hill Pike

Nashville, TN 3721

Fax No.: (615) 361-6707

4/14/98



6

Thank you for forwarding all the necessary items to begin the evaluation of your claim. Our analysis is extensive. It may take approximately 30 days to complete. We will notify you in writing of our decision after a thorough review of all materials and information supplied to us has been completed.

Once again, let us thank you for your patience and cooperation in this matter. If you have any further questions, please do not hesitate to contact us at 1-800-356-4644.

Yours truly,

Claims Processing

BRIDGESTONE/FIRESTONE, INC.

March 24, 1998

REGIONAL TECHNICAL SERVICE CENTER

1392 Sarah Place
Ontario, CA 91761
Phone: (909) 390-7230
FAX: (909) 390-7238

As a follow up to our telephone 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 the attached Incident Report.
- Birdseye
V.P. Auditor* ✓ 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.
- ✓ 4.) The tire must be shipped to us. (Include legible copy of your paid UPS invoice.)

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 and paperwork by United Parcel Service (UPS) 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

*Sent UPS
ETire
4/7/98*