

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 252

Date Received

16-AUG-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

867952

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
	MERCURY TRUC	MOUNTAINEER	1997	

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

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES; TREAD	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures 0	Date(s) of Failure(s) 06-AUG-2000	Mileage at Failure(s) 36000	Vehicle Speed at Failure(s) 2	Failed Part(s) Available?	NHTSA Previously Contacted?
				<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> 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 Fatalities	Estimated Property Damage	Reported to Police
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

PE00 020; CONSUMER WAS TRAVELING ABOUT 65MPH ON HIGHWAY AND HEARD A LOUD THUMPING NOISE. RIGHT REAR TIRE TREAD HAD SEPARATED. THERE WAS NO SIDEWALL, AND TREAD WAS STRADDLED, ACTUALLY, THEY WERE DRIVING ON THE RIM. TIRE WAS FIRESTONE WILDERNESS #AT. THERE WERE NO INJURIES, AND THEY HAD TO REPLACE THE TIRE AND RIM. *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.

 U.S. Department of Transportation National 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 252 Date Received 00 SEP 14 PM 2:26 16-AUG-2000 OFFICE DEFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print)		Reference No. 867952		Work Number	
[Redacted]		627214		Home Number	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of a signature, your name and address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		Signature of Owner [Redacted]	
Date 7/2/2000		VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (4M2DU55PGYUJ54229)		Vehicle Make MERCURY TRUC		Vehicle Model MOUNTAINEER	
Year 1997		Current Odometer Reading 36628			
Purchase Date MAY 1997		Dealer's Name SAM JOHNSON LINCOLN/MERCURY NOR QUEEN CITY LINCOLN/MERCURY		Engine Size (CID/CC/L) No Cylinders 8	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used		City CHARLOTTE State NC Zip Code		<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection	
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic		Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Restraint System <input checked="" 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	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel		Drive Train		Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	
<input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle		Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 02740500		Part Name(s) TIRES:TREAD		Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Rear	
Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement		No of Failures 01		Date(s) of Failure(s) 06-AUG-2000 Mileage at Failure(s) 35000 Vehicle Speed at Failure(s) 65 MPH	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(ies), and injury(ies) on the back of this form)					
Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured 0	
Number of Fatalities 0		Estimated Property Damage \$1,000		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
PE00 020; CONSUMER WAS TRAVELING ABOUT 65MPH ON HIGHWAY AND HEARD A LOUD THUMPING NOISE. RIGHT REAR TIRE TREAD HAD SEPARATED. THERE WAS NO SIDEWALL, AND TREAD WAS STRANDED. ACTUALLY, THEY WERE DRIVING ON THE RIM. TIRE WAS FIRESTONE WILDERNESS #AT. THERE WERE NO INJURIES, AND THEY HAD TO REPLACE THE TIRE AND RIM. *AK * THERE WAS A REPORT DOCUMENTED BY AAA, THEY CAME TO CHANGE TIRE. THEY TOOK FAILED TIRE & RIM WITH THEM.					
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 N H L I P Y T 0 7

MANUFACTURER/TIRE NAME
FIRESTONE WILDERNESS AT

SIZE
P235/75R15

* 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)

WE CALLED THE DEALERSHIP TO GET THE TIRE & RIM REPLACED.
WE WERE CHARGED FOR BOTH & WERE NEVER TOLD THERE WAS
A PROBLEM WITH THESE TYPE OF TIRES. WE WERE EVEN GIVEN
THE SAME TIRE AS A REPLACEMENT. WE ASKED IF THEY
HAD HEARD OF THIS HAPPENING BEFORE, & THEY TOLD US NO.

U.S. G.P.O. 1980 - 023-897 / 80006

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





7301 South Blvd., Charlotte, North Carolina 28273
 Phone (704) 553-8300 Fax (704) 552-5857

THANK YOU!! WE APPRECIATE YOUR BUSINESS!!
 PLEASE COME AGAIN!!

CUST NO	TAX EXEMPT NUMBER	CUST P. C. NO	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
1001		MOUNTAINEER		PENDING	BILL	07/26/00	56576 MRW

B
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WHOLESALE TAXABLE

S
H
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P
T
O
MRS LAURA FLAVIANI
542-7767

QUANTITY		PART NUMBER	DESCRIPTION	BIN	LIST	NET	AMOUNT
QTY	L C						
1	0	F67Z-1007-RA	WHEEL ASY - CA	SPORD	381.01	299.50	299.50
1	0	8003-038040		TIRE	76.95	72.50	72.50
10% HANDLING CHARGE ON RETURNED MERCHANDISE NO REFUNDS OR EXCHANGES ON ELECTRICAL PARTS OR SPECIAL ORDERED PARTS NO RETURNS AFTER 10 DAYS NO RETURNS WITHOUT THIS INVOICE						SUBTOTAL	372.00
<small>ANY WARRANTIES ON THE ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER THE SELLER, QUEEN CITY LINCOLN MERCURY, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND QUEEN CITY LINCOLN MERCURY, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM(S).</small>						TAX	24.18
RCVD. BY <input checked="" type="checkbox"/>						FREIGHT PAY THIS AMOUNT	0.00 396.18

08/17/2000 at 03:59 PM
24509

Job Number:

TOWN & COUNTRY TOYOTA
9101 SOUTH BLVD.
CHARLOTTE, NC 28273
(704)553-9464 Fax: (704)554-6736

PRELIMINARY ESTIMATE

Written by: PATRICK DUFFY #
Adjuster:

Insured
Owner
Address
Day



Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect
Location:

Insurance
Company:

Days to Repair

1997 MERC MOUNTAINEER AWD 8-5.0L-FI 4D UTV Int:

VIN: 4M2DU55P6VUJ54229 Lic:

Prod Date:

Odometer:

Air Conditioning
Cruise Control
Dual Mirrors
Clear Coat Paint
Power Brakes
Power Mirrors
Passenger Airbag
Cloth Seats

Rear Defogger
Intermittent Wipers
Privacy Glass
Two Tone Paint
Power Windows
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Captain Chairs (2)

Tilt Wheel
Body Side Moldings
Luggage/Roof Rack
Power Steering
Power Locks
Driver Airbag
Positraction
Aluminum Wheels

08/17/2000 at 03:59 PM
24509

Job Number:

PRELIMINARY ESTIMATE

1997 MERC MOUNTAINEER AWD 8-5.0L-FI 4D UTV Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		QUARTER PANEL				
2*	Rpr	RT Quarter panel			3.0	2.6
3		Add for Clear Coat				1.0
4		Add for Two Tone				1.0
5	Repl	RT Body side mldg graphite	1	122.22	0.3	
6		STRIPE TAPE				
7	Repl	RT Stripe tape	1	28.59	0.3	
8#	Refn	CORROSION PROTECTION				0.5
9#	Subl	COVER CAR/OVERSPRAY PROTECTION	1	5.00 X		
10		OTHER CHARGES				
11#		E.P.C.	1	3.00		
Subtotals ==>				158.81	3.6	5.1
		Parts				150.81
		Body Labor	3.6 hrs @ \$	36.00/hr		129.60
		Paint Labor	5.1 hrs @ \$	36.00/hr		183.60
		Paint Supplies	5.1 hrs @ \$	22.00/hr		112.20
		Sublet/Misc.				5.00
		Other Charges				3.00
		SUBTOTAL				\$ 584.21
		Sales Tax	\$ 150.81 @	6.5000%		9.80
		GRAND TOTAL				\$ 594.01
		ADJUSTMENTS:				
		Deductible				0.00

08/17/2000 at 03:59 PM
24509

Job Number:

PRELIMINARY ESTIMATE

1997 MERC MOUNTAINEER AWD 8-5.0L-FI 4D UTV Int:

CUSTOMER PAY	\$	0.00
INSURANCE PAY	\$	594.01

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Non-asterisk(*) items are derived from the Guide DR2MZ97. Database Date 7/2000. Double asterisk(**) items indicate parts supplied by a supplier other than the original equipment manufacturer. Pound sign (#) items indicate manual entries. CAPA items have been certified for fit and finish by the Certified Auto Parts Association. NAGS Part Numbers, Prices and Labor Times are provided from National Auto Glass Specifications, Inc.

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