

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 130

Date Received

22-AUG-2000

 Od\_or \_\_\_\_\_  
 rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_ltr \_\_\_\_\_

Reference No.

868297

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 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 <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 type="checkbox"/> Other

## FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02700000	Part Name(s) TIRES	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	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

PE00-020, WILDERNESS HT ORIGINAL TIRES FOR 1998 MAZDA B2000, 36,000 MILES. DRIVING AT APPROX. 36,000 MILES WHEN THE LEFT FRONT TIRE TREAD CAME FLYING OFF CAUSING A LOSS OF CONTROL. SECONDS PRIOR TO INCIDENT THE CONSUMER FELT A SLIGHT WOBBLE IN THE STEERING.

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 style="text-align: center;"><b>DOT Auto Safety Hotline</b></p> <p style="text-align: center;"><b>Vehicle Owner's Questionnaire (VOQ)</b></p> <p style="text-align: center;">NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p style="text-align: center;"><b>FOR AGENCY USE ONLY</b> 180</p> <p>Date Received: <b>22-AUG-2000</b></p> <p>Office: <b>INVESTIGATION</b></p> <p>Reference No.: <b>888297</b></p> <p>Work Number: _____ Home Number: _____</p>
<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>Ed_or _____ rt_dt _____ od_rt _____ up_fr _____</p>
<p>OWNER INFORMATION (Type or Print)</p> <p>[Redacted] <b>628539</b></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 send your name and address to the vehicle manufacturer.</p> <p>Signature of Owner: [Redacted] Date: <b>10/3/00</b></p>

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 send your name and address to the vehicle manufacturer.

Signature of Owner: [Redacted] Date: **10/3/00**

VIN **4F4YR16CXM7M340537** VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <b>TIRES DOT W24W IP0</b>	Vehicle Make <b>Mazda</b>	Vehicle Model <b>B2500</b>	Vehicle Year <b>1998 1998</b>	Current Odometer Reading <b>36,690</b>
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Purchase Date <b>6/23/98</b>	Dealer's Name <b>Jim Clark Mazda</b>	Engine Size (CID/CYL) <b>2.5L</b>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City <b>Tucson</b> State <b>AZ</b> Zip Code <b>85705</b>	No. Cylinders <b>4</b>	

Transmission Type <input checked="" type="checkbox"/> Manual <input 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"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input checked="" 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 Utl <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input checked="" type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
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**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component <b>02740000</b>	Part Name(s) <b>TIRES:TREAD</b>	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
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No of Failures <b>1</b>	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s) <b>40 mph</b>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 <b>one (see attached indirectly left)</b>	Number of Fatalities <b>none</b>	Estimated Property Damage <b>none</b>	Reported to Police <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

**PE00-020; FIRESTONE WILDERNESS HT, ORIGINAL TIRES FOR 1998 MAZDA, B2000, 36,000 MILES. DRIVING AT APPROXIMATELY 36,000 MILES AND LEFT FRONT TIRE TREAD CAME FLYING OFF, CAUSING A LOSS OF CONTROL 1 SECONDS PRIOR TO INCIDENT, CONSUMER FELT A SLIGHT WOBBLE IN THE STEERING. \*AK**

**40 mph**

Also, about 1/2 mile prior to the "blow out" I noticed my truck "pulling" some to the left. I stopped to look at the tires and saw the one tire looked slightly lower in tire pressure and decided to drive on to a gas station.

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	W	2	U	U	I	P	0										
MANUFACTURER/TIRE NAME															SIZE				
Firestone Wilderness H/T															P225 / 70 R15				

\* 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)

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

20590+0001



Mailed 8/22

19 August 2000

To: Bridgestone/Firestone, Arizona District Office

Attention: Customer Service, Dennis Peggaro

Subject: Complaint/Concern Over Defective  
Firestone Tires

Although I am currently unable to use my home P.O., I am writing nonetheless as this matter is of particular concern to me.

I own a 1998 Mazda B2500 Series pickup truck which had factory installed P225/70R15 Firestone Wilderness H/T tires. I live in Oro Valley just outside of Tucson and drive about 35 miles to work each way (combination of both city and highway type driving). I hope you will continue to read and consider my situation before you otherwise discard this matter as currently being "outside the scope" of the P235/75R15 Wilderness AT tires produced at your company's Decatur, Illinois, plant.

I'm providing the above facts based upon information obtained via local and national news reports and from your own "Bridgestone/Firestone Corporate News" website; since I along with thousands of others were unable to contact you via your advertised 1-800-465-1904 "Customer Assistance" phone number.

While I understand you cannot immediately replace all "subject" tires due to production and logistic constraints, I none-the-less will NOT continue to drive my truck with its current Firestone Wilderness tires. The ONLY reason I haven't already replaced them with something else is because no one is / has been driving my truck since I've been physically unable to drive to work for several weeks due to health problems.

Based upon mounting financial and potential legal liabilities, I can fully appreciate your unwillingness to admit to even any "possible" liabilities at this time. At this point, <sup>5/11</sup> quote from a statement on your own website: "this is a voluntary, proactive recall. Since 1988, Firestone has been part of the Bridgestone family and has global resources committed to customer safety and satisfaction. Without regard to costs to the company, Firestone has elected to make this voluntary recall because of its commitment to public safety and customer confidence." It is upon your own public statement as quoted above of such customer and public concern, not to mention again my own personal concern over the safety of my family, that I write this letter.

I realize that many people will simply try to use this opportunity for various reasons, some

legitimate and some questionable at best. Let me assure you I can provide more detailed and documented evidence of my own personal Wilderness tire "blow-out" due to the unusual nature of my incident. In fact, the Oro Valley Police Department as well as my auto insurance company both were involved which occurred under circumstances very similar to the increasing number of reported customer cases already dominating the news.

At this point, I aim to simply get all five of my Wilderness tires replaced as soon as I can at Goodyear (see enclosed Goodyear invoice). Why Goodyear?

Upon my contact with one of your local Firestone dealers, I was told he could NOT help me further due to the specifics of the limited tire recall which did not apply to me. He simply referred me to your customer service number which he also acknowledged was too swamped to get through on due to all of the customer calls.

As a "true statement of Customer Satisfaction" I got the following response when I contacted the Goodyear dealer from whom I had purchased my previous replacement Wilderness tires after my before-mentioned "blowout." He even stated his willingness to "pro-rate" the tire cost

based upon mileage which I feel he has no real obligation to do and I fully intend to pay Goodyear the full cost for all five new tires. However, Goodyear's response is what I consider a "real statement of action regarding customer safety and satisfaction" which is far more than what Firestone has done for me to date.

At this point, however, I will note one specific Firestone dealer of the several that I called. You will also find enclosed a separate "Letter of Appreciation" regarding this particular dealer since he deserved recognition from his own Firestone management for his willingness to help me.

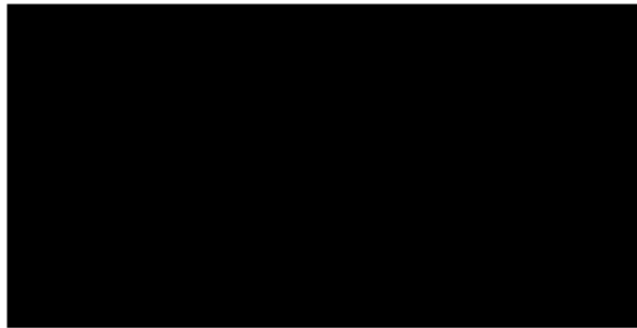
Although, I intend to pay Goodyear Full PRICE when I replace all five of my tires, I will nonetheless continue to seek Full REIMBURSEMENT from Firestone for the total cost of these new tires.

I hope you will very seriously consider what I've had to say, herein, and take appropriate action. Please refer this letter to any and all appropriate management. I would hope by now that you can tell how serious I am about this matter. While I desire to satisfactorily resolve this matter directly with Firestone, I am also

Sending a copy of this correspondence to your corporate office in Nashville, Tenn.

Your prompt consideration and response is, hereby, requested and would very much be appreciated. Thank you for your time and you may contact me as shown below.

Sincerely,



P.S. As the scope of this problem continues to be told, I've now chosen to also include a copy of a recent news story with appropriate parts underlined. I do so since I find myself increasingly with feelings much like those experienced by Mr. Dave Will in the enclosed article.