

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

284

Date Received

23-AUG-2000

Od_or _____

rt_dt _____

od_rt _____

up_ltr _____

Reference No.

860389

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
	FIRESTONE	ATX	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 ☐ Driver's Side Airbag ☐ Passenger's Side Airbag ☐ Motorized ☐ 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 ☐ Station Wagon ☐ 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	Dates of Failure(s) _____ Mileage at Failure(s) 60 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 ☐ 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)

ORIGINAL EQUIPMENT ON A 94 RANGER P265/7515 SIZE. THE TREAD ON ALL FOUR TIRES HAVE SEPARATED. PLEASE PROVIDE FURTHER DETAIL.

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.

NSA



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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FOR AGENCY USE ONLY

284

Date Received

20 OCT 19 AM 11:11

23-AUG-2000

OFFICE
EFFECTS INVESTIGATION

Old or

Ref

Old or

Ref

up

Reference No.

868389

Work Number

Home Number

SAME

OWNER INFORMATION (Type or Print)

629486

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of your signature, provide your name and address to the vehicle manufacturer.

☒ YES

☐ NO

Signature of Owner

Date 9/25/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

FIRESTONE

ATX

1994

Purchase Date

Dealer's Name

Engine Size

(CID/CC/L) 4.0L

☐ Turbo

☐ Diesel

☒ Gas

☐ Fuel Injection

☐ New ☒ Used

City State Zip Code

No Cylinders 6

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual

☐ Yes

☐ 3-Point Belt

☐ Motorbelt

☐ Yes

☐ Front

☐ Sport Utl

☐ 2-Door

☒ Automatic

☒ No

☐ Driverside Airbag

☐ 2-Point Belt

☒ No

☒ 4-Wheel

☐ Van

☐ Truck

☐ Stationwagon

☐ Passengerside Airbag

☐ Other

☐ Motorcycle

☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
02740000

Part Name(s)
TIRES:TREAD

Location

☒ Left

☒ Right

Failed Part(s)

☒ Original

☐ Replacement

☒ Front

☒ Rear

No of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

60

N/A

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 Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

N/A

N/A

N/A

☐ Yes ☒ No

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

ORIGINAL EQUIPMENT ON A 1994 RANGER, P265/7515 SIZE. TREAD ON ALL FOUR TIRES HAS SEPARATED. PLEASE PROVIDE FURTHER DETAILS. *AK

My husband's Ranger was purchased in metro Atlanta with Firestone ATX 265-7515 tires on it. The tires were routinely rotated & balanced every 5,000 miles at a Goodyear shop (because of close proximity to my job). When we relocated to Virginia the service was transferred to Best Logos Tire & Roadside. On the final routine visit to this shop, the technician informed me that the tread on the tires was gone although they all had "not 5"

CONTINUE ON BACK IF NEEDED

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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

MANUFACTURER/TIRE NAME

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)

edge separation" as documented on my receipt & that it was unsafe to drive on the tires. After determining that there was a defect in the tires, I called Tire Station, a Firestone dealer also in Laramie. I drove several miles, very slowly, in the shop, to have a Firestone dealer assess the tires. It was determined that there was "ATX separation" on all four tires & the replacement tires were requested in price under the warranty - a \$391.12 bill was paid & anticipated since the truck was fine & I had to pay so the Ranger could safely drive home to work. Unfortunately, not knowing there was a problem with ATX tires we put the identical tires back on the vehicle. When Firestone ATX tire problems came to light, I attempted multiple times to speak with a supervisor, both at Firestone & Ford. It was important to us that they be aware of the defect in a different size but same type of tire involved in the recall. No one was interested in hearing about our problem since it wasn't the same size. A Firestone employee in the corporate office went so far as to tell me not only that the recall wouldn't be extended to our tires but that according

U.S. G.P.O.: 1982-522-887/8806

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. 79173 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

to the morning news reports, the whole situation had been blown out of proportion & even actually dying down. After many frustrating, busy time consuming attempts to have someone "hear" what I was saying instead of finger pointing, I asked that it be documented that if this vehicle ever involved in an accident, due to tire failure that both Ford & Firestone would be held liable.

I feel blessed that the defect was noticed prior to a serious accident at highway speeds. It was my hope that somebody might listen & check a little further - hopefully prevent serious injury or death to another Langer owner. Please feel free to contact me for clarification, questions, etc - also enclosed are dated receipts. I do have some notes on various phone conversations if that would be helpful. Thank you & have a great day!



BRAD KAGAN, INC.

J/R/A BRAD KAGAN TIRE & APPLIANCE
5502 WILLIAMSON
ROANOKE, VA 24012
(540) 352-2789



INVOICE
85052

05/14/99 05/14/99
10:23 AM 11:15 AM
TERR: D146
NONSIG: 169723

DATE

LINE 1.....
LINE 2.....
RE REQUESTED 05/14/99
RE REQUESTED
TURN PARTS.. YES
LESMAN..... 011 / 011

VEH YEAR/MAKE. 94 FORD
VEHICLE MODEL. RANGER
VEHICLE COLOR. BLACK
LICENSE/STATE. NDM77 / VA
ODOMETER IN/OUT 071790 / 071790
PRIOR INVOICE. 082663

COUNT # CDB TC CUST# TYPE/STATE
000601 2 01 24047 0 VA

TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
08E	046-100	R	1	NEEDS TIRES - BELT EDGE SEPERATION	.00	.00	.00

ASK US ABOUT OUR SPECIALS ON MANUFACTURER SUGGESTED MAJOR SERVICE INTERVALS!
FOR THE LATEST IN TIRE TECHNOLOGY AND COMPANY NEWS VISIT OUR WEBSITE AT WWW.GOODYEAR.COM

PARTS TOTAL..... .00
LABOR TOTAL..... .00
SUB TOTAL..... .00
SALES TAX..... .00

TAXABLE AMOUNT .00
INVOICE TOTAL \$.00

CUSTOMER AUTHORIZATION FOR TOTAL

RE REASON.. NOTHING DONE

SEE REVERSE SIDE FOR IMPORTANT SAFETY
WARNING AND WARRANTY INFORMATION

ADJUSTMENT SALE TICKET

SALES/RECON NUMBER		DATE		TERMINAL POSTING AREA		CUSTOMER INVOICE	
1		5/14/99		1		1	
TIME PROVIDED		CASH & MAJOR CREDIT CARD		CASH & MAJOR CREDIT CARD			
CUSTOMER NUMBER		CASH & MAJOR CREDIT CARD		CASH & MAJOR CREDIT CARD			
BUSINESS PHONE NO.		T.T. TICKET NUMBER		C.D. M. E.			
4		407210		3			
ARTICLE NUMBER ADJ. ITEM		SIZE		DESCRIPTION			
136220		26S 35/15		ATX			
ARTICLE NUMBER CURR. POLICY		CONSUMER BASE - A		REF. PRICE - B		IF REQUIRED, item is unreturned or discontinued price. Article No. of current equivalent.	
136220		11499		7353			
REF. BASE - A		REF. FEI - B		TIME OR RETREAD IDENTIFICATION (SERIAL) NO.		ADJUSTMENT POLICY	
CD		REF. T.D.		132		ST. FROM	
				629 V110		TRUCK	
ARTICLE NUMBER RAIL, REPL.		CONSUMER BASE - C		CD		REPL. PR. ADJ. D.	
FEI BASE - C		CD		REF. FEI ADJ. D.		SIZE	
TYPE ADJ.		ST. FROM		ST. FROM		ST. FROM	
35		ST. FROM		ST. FROM		ST. FROM	
ARTICLE NUMBER		QTY		UNIT PRICE		DESCRIPTION	
25186							
DRIVER TO		MODE. C.D.		CK. APRL		MGR. APRL	
CUSTOMER SIGNATURE		MERCHANT RECEIVED AND/OR SERVICE AUTHORIZED BY		MERCHANT RECEIVED AND/OR SERVICE AUTHORIZED BY			

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS TICKET

WARNING — READ IMPORTANT TIRE SAFETY INFORMATION ON BACK

VEHICLE MAKE & MODEL		CUSTOMER SECTION—PLEASE COMPLETE AND SIGN		VEHICLE LICENSE NO. & STATE	
Ford		Parcel		94	
VEHICLE POSITION OF ADJUSTED ITEM		WAS ADJUSTED ITEM ORIGINAL EQUIPMENT?		MONTHS YEAR PURCHASED	
FRONT		YES		8	
REAR		NO		194	
VEHICLE TYPE		VEHICLE LICENSE NO. & STATE		VEHICLE MILEAGE	
STATION WAGON		94		3770	
CAR		TRUCK			
CUSTOMER SIGNATURE		MERCHANT RECEIVED AND/OR SERVICE AUTHORIZED BY		MERCHANT RECEIVED AND/OR SERVICE AUTHORIZED BY	

I/We hereby certify that the merchandise described herein was not involved in any incident involving personal injury or property damage other than damage to such merchandise, that such merchandise is free and clear of all liens and that I/We will save Firestone harmless from any claims or loss resulting from liens on the aforesaid merchandise and consent to a refund or credit of value by the Internal Reserve Service to the manufacturer.

Firestone



1353-002534

FIRESTONE STORES
CROSSROADS MALL
ROANOKE, VA 24012
(703) 362-3355

TERMINAL POSTING AREA—DO NOT WRITE BELOW

667 99/05/14 1000000000 97.73
BASTENCARD EXP 04/01 228968
AUCT # 97.73

ADJUSTMENT SALE TICKET

SALESPERSON NUMBER		DATE		CUSTOMER P.O. NUMBER		CUSTOMER INVOICE	
1		4/14/99		1			
TIME PROVIDED		CUSTOMER NUMBER		C		U	
				3		S	
HOME PHONE NO.		T.I.		TICKET NUMBER		C.D.	
				4		407208 1	
BUSINESS PHONE NO.		4		407208 1			
ARTICLE NUMBER-ADJ. ITEM		SIZE		DESCRIPTION			
136220		265 3515		4TX		SPRINTER	
ARTICLE NUMBER-CURR. EQUIP.		CONSUMER BASE - A		CD		REPL. PRICE - B	
136220		11499		7355			
FET BASE - A		CD		REPL. PRICE - B		REPL. PRICE - B	
ARTICLE NUMBER-ALT. RETN.		CONSUMER BASE - C		CD		REPL. PRICE - D	
FET BASE - C		CD		REPL. PRICE - D		REPL. PRICE - D	
TYPE ADJ.		ITEM		QTY.		UNIT PRICE	
35							
ARTICLE NUMBER		QTY.		UNIT PRICE		DESCRIPTION	
25186							
DRIVER TO		MILES C.D.		CR. APPR.		MILES APPR.	
CUSTOMER SIGNATURE		CUSTOMER SIGNATURE		CUSTOMER SIGNATURE		CUSTOMER SIGNATURE	

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS TICKET

WARNING — READ IMPORTANT TIRE SAFETY INFORMATION ON BACK

VEHICLE MAKE		CUSTOMER SECTION. PLEASE COMPLETE AND SIGN	
8 MOON		8 YEAR	
VEHICLE TYPE		VEHICLE LICENSE NO. & STATE	
STATION WAGON			
WAS ADJUSTED		MONTHS YEAR PURCHASED	
ADJUSTED ITEM		VEHICLE MILEAGE	
EQUIPMENT			
FRONT		REAR	
NO		YES	
1994		21710	

I/We hereby certify that the merchandise described herein was not involved in any incident involving personal injury or property damage other than damage to such merchandise, that such merchandise is free and clear of all liens and that I/We will save Firestone harmless from any claims or loss resulting from liens on the aforesaid merchandise and consent to a refund or credit of excise tax by the Internal Revenue Service to the manufacturer.

CUSTOMER SIGNATURE

Firestone

1353-002534

FIRESTONE STORES
CROSSROADS MALL
ROANOKE, VA 24012
(703) 362-3355

TERMINAL POSTING AREA — DO NOT WRITE BELOW

8978

0076 95/05/14 TK1 044072091 \$97.75
MASTERCARD 538 04/01 22# 988-81
4076 97.75

**FIRESTONE STORES
CROSSROADS MALL
ROANOKE, VA 24012
(703) 362-3355**

SALES PERSON NUMBER		CASH & MAJOR CREDIT CARDS		DATE	CUSTOMER P.O. NUMBER	CUSTOMER INVOICE
TAX PAYER NO.		☐ CASH & MAJOR CREDIT CARDS ☐ CHARGE FINE, CREDIT CARD		5/14/89	1	
HOME PHONE NO.		CUSTOMER NUMBER		CUSTOMER SIGNATURE		
BUSINESS PHONE NO.		T.Y. TICKET NUMBER				
4		407211				
ARTICLE NUMBER ADJ. ITEM		SIZE		DESCRIPTION		
136220		26S 75/15		ATX Separator		
ARTICLE NUMBER CORR. EQUIV.		CONSUMER BASE - A		REF. PRICE - B		RTD. PTL. CODE
136220		11499		7357		
FET BASE - A		REF. FEB - B		REF. FEB - D		TIRE OR SERVICE IDENTIFICATION (SERIAL) NO.
						132 412911WB 523664
ARTICLE NUMBER ALT. ITEM		CONSUMER BASE - C		REF. PR. ADJLT. - D		% COLL. ADJUSTMENT POLICY
						IF PRELIM. ☐ S ☐ MS
FET BASE - C		REF. FEB ADJLT. - D		SIZE		DESCRIPTION
FET ADJ.		RTM		3RD		WUC
35		RTM		3RD		WUC
ARTICLE NUMBER		QTY		UNIT PRICE		DESCRIPTION
25186						
ORDER TO		ORDER C/D		ORDER DATE		ORDER SIGNATURE

TERMINAL POSTING AREA—DO NOT WRITE BELOW

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS TICKET

WARNING — READ IMPORTANT TIRE SAFETY INFORMATION ON BACK

CUSTOMER SECTION.. PLEASE COMPLETE AND SIGN

Having hereby certified that the merchandise described herein was and is now used in any incident involving personal injury or property damage other than damage to such merchandise, that such merchandise is free and clear of all liens and that I/We will save first-party benefits, if and only if the claimant or claimants or loss resulting from liens on the described merchandise and consent to a refund or credits of excise tax by the Internal Revenue Service to the merchandise.

32-35000

Recall the day
P2357515

ADJUSTMENT SALE TICKET

SALESPERSON NUMBER		☐ CASH & MAJOR CREDIT CARDS ☐ OVERSEAS CREDIT CARD		DATE	CUSTOMER P.O. NUMBER	CUSTOMER INVOICE
TIME PROMISED		CUSTOMER NUMBER		11/14/94		1
HOME PHONE NO.		T.I.T. TICKET NUMBER				
BUSINESS PHONE NO.		C.D. NO.				
ARTICLE NUMBER-ADD. ITEM		SIZE				
136220		265 35/15				
ARTICLE NUMBER-CURR. EQUIV.		CONSUMER BASE - A		REF. PRICE - B	R.D. FUL. CODE	
136220		11499		7359	U	
REF. BASE - A		REF. RET. B		REF. RET. D	TIME OR RETIREMENT APPLICATION (SERIAL) NO.	
REF. BASE - C		REF. RET. ADD. D		REF. RET. ADD. D	% COUL. ADJUSTMENT POLICY	
REF. BASE - E		REF. RET. ADD. E		REF. RET. ADD. E	ST. TRUCK TRUCK TRUCK	
ARTICLE NUMBER-ALT. ITEM		CONSUMER BASE - C		REF. RET. ADD. D	ST. TRUCK TRUCK TRUCK	
REF. BASE - C		REF. RET. ADD. D		REF. RET. ADD. D	ST. TRUCK TRUCK TRUCK	
REF. BASE - E		REF. RET. ADD. E		REF. RET. ADD. E	ST. TRUCK TRUCK TRUCK	
ARTICLE NUMBER		QTY.		UNIT PRICE	DESCR. PT. ON	
00576						
DELIVER TO		MAJOR CREDIT CARD		MAJOR CREDIT CARD	CUSTOMER SIGNATURE	
BY		CH. NAME		MAJOR CREDIT CARD	CUSTOMER SIGNATURE	
BY		CH. NAME		MAJOR CREDIT CARD	CUSTOMER SIGNATURE	

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS TICKET

WARNING — READ IMPORTANT TIRE SAFETY INFORMATION ON BACK

VEHICLE MAKE & MODEL		CUSTOMER SECTION — PLEASE COMPLETE AND SIGN	
Ford		VEHICLE TYPE	
Station Wagon		VEHICLE LICENSE NO. & STATE	
94		42-Z-6110 VA	
VEHICLE POSITION OF ADJUSTED ITEM		VEHICLE MILEAGE	
Front		71790	
WAS ADJUSTED ITEM ORIGINAL EQUIPMENT?		CUSTOMER'S SIGNATURE	
No		CUSTOMER'S SIGNATURE	

I/We hereby certify that the merchandise described herein was not involved in any incident involving personal injury or property damage other than damage to such merchandise. That such merchandise is free and clear of all liens and that I/We will save Firestone harmless from any claims or loss resulting from liens on the aforesaid merchandise and consent to a refund or credit of excise tax by the Internal Revenue Service to the manufacturer.

Firestone



1353-002534

 FIRESTONE STORES
 CROSSROADS MAIL
 ROANOKE, VA 24012

(703) 362-3355

TERMINAL POSTING AREA — DO NOT WRITE BELOW

 608 09/05/14 TKT 044072092 \$97.78
 04572092 EXP 04/01 97# 33827
 97.78

1-800-392-3673 - 9/11/00 - 300p - spoke to Mully - computer down, couldn't
speak to supervisor
340p - spoke to Susan - computer still down
Ford Motor Company

September 5, 2000

80565436



000000

1994 Ford Ranger
Vehicle ID #: 1FTCR15X3RTA33410

Dear Michael D. Muse:

At Ford Motor Company, providing the highest level of customer safety is our top priority. In recent days, you have probably heard or seen media coverage concerning the Firestone tire recall.

In an effort to answer your questions, this letter is to inform you that, according to our records, your 1994 Ford Ranger with factory-equipped tires is not affected by this recall. The only tires involved in this recall are certain Firestone 15-inch light truck and SUV tires.

Our records indicate that unless you have had your tires changed from the original equipment provided with this vehicle, the vehicle listed above is not affected by the Firestone recall. In addition, you'll find important details you should know to ensure your utmost safety listed on the backside of this letter.

For nearly 100 years, people around the world have put their trust in the hands of Ford Motor Company, every single day. We take that responsibility seriously, and are working closely with the U.S. government and Firestone on this issue.

We are absolutely committed to enhancing your safety and maintaining your trust – and will put forth our greatest efforts to keep you informed during this Firestone tire recall.

Sincerely,

A handwritten signature in cursive script that reads "Martin Inglis".

Martin Inglis
Vice President, Ford North America