

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

335

Date Received

24-AUG-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

868528

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	STEEL TEX	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 ☐ Sport Vlt ☐ 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 ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 0	Dates of Failure(s) 10-AUG-2000 Mileage at Failure(s) 320000 Vehicle Speed at Failure(s) 2	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 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)

PE00020; ORIGINAL EQUIPMENT ON A GMC, SUBURBAN 1998, VN1183A447, SP842KA14L, VN1183A447, VN1183A447 SIZE- L226575R16. CONSUMER NOTICED A CRACK GOING ALL THE WAY AROUND THE WHOLE TIRE. WHILE ON VACATION TOOK VEHICLE TO A DEALER, AND DEALER TOLD CONSUMER NOT TO DRIVE VEHICLE. 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.



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Date Received

00 SEP 20 PM 3:
24-AUG-2000

OFFICE
DEFECTS INVESTIGATION

Od or

od_at

od_ft

up_ft

up_ft

up_ft

Reference No.

868528

Work Number

Home Number

OWNER INFORMATION (Type or Print)

630068

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an owner's signature, the signature of the dealer or other person who has possession and address to the vehicle manufacturer.

☒ YES☐ NO

Signature of Owner

Date 09/09/00

VEHICLE INFORMATION

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

3GKGK26J1WG509

Vehicle Make

GMC

Vehicle Model

SUBURBAN

Vehicle Year

1998

Current Odometer Reading

32272

Purchase Date

950

Dealer's Name IRVINE GMC

Engine Size

(CID/CC/L 300 #P

☒ New ☐ Used

City IRVINE State CA Zip Code 92618

No Cylinders 8

☐ Turbo☐ Diesel☒ Gas☐ Fuel Injection

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☐ Van☐ Minivan☒ Other SUV☐ Sport Utl☐ Truck☐ Motorcycle

Body Style

☐ 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

0

Date(s) of Failure(s) 10-AUG-2000

Mileage at Failure(s) 320000

Vehicle Speed at Failure(s) 0

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

0

Number of Passengers

0

Estimated Property Damage

504.89

Reported to Police

☐ Yes ☒ No

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

PE00020; ORIGINAL EQUIPMENT ON A GMC, SUBURBAN 1998, VN1183A447, SP842KA14L, VN1183A447, VN1183A447 SIZE- L228575R16. CONSUMER NOTICED A CRACK GOING ALL THE WAY AROUND THE WHOLE TIRE. WHILE ON VACATION TOOK VEHICLE TO A DEALER, AND DEALER TOLD CONSUMER NOT TO DRIVE VEHICLE.*AK

ALL FOUR TIRES

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03 SEP 20 PM 3:35
24 AUG 2000OFFICE
EFFECTS INVESTIGATION

Od. or

Mod.

od. rt

up. ltr

pl. gas

Reference No.

868528

Work Number

Home Number

OWNER INFORMATION (Type or Print)

630068

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 provide your name and address to the vehicle manufacturer.☒ YES☐ NO

Signature of Owner

Date 09/09/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 3GKGK26J1WG509	Vehicle Make GMC	Vehicle Model SUBURBAN	Vehicle Year 1998	Current Odometer Reading 32272
	FIRESTONE	STEEL TEX	1900	

Purchase Date

950

Dealer's Name **IRVINE GMC**

Engine Size

(CID/CC/L)

300 AP☐ Turbo☐ Diesel☒ Gas☐ Fuel Injection☒ New ☐ UsedCity **IRVINE** State **CA** Zip Code **92618**

No Cylinders

8

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☒ Yes☐ No☒ Automatic☒ 3-Point Belt☐ Motorbelt☒ Driverside Airbag☐ 2-Point Belt☒ Passengerside Airbag☒ Yes☐ No☐ Front☐ Rear☒ 4-Wheel☐ Car☐ Van☐ Minivan☒ Other☐ Sport Util☐ Truck☐ Motorcycle**SUV**☐ 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
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No of Failures

0

Date(s) of Failure(s) **10-AUG-2000**Mileage at Failure(s) **320000**Vehicle Speed at Failure(s) **0**

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 0	Number of Failures 0	Estimated Property Damage 504.89	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

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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)

INCLUDED COPY OF FAX TO FIRESTONE 1-800-322-8746
AND BILL FOR NEW TIRES

★ U.S.G.P.O. 1992-625-087/0004

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



August 22, 2000

FILE COPY

Firestone Tire Company

Dear Sirs:

While on vacation in August 2000 we noticed our Freestone/Steel Tex A/T tires on our 1998 Suburban were separating. With all the recent publicity we examined our tires and found that the side walls were cracking. We called our GMC dealer in Southern California and told them we were approximately 600 miles from home. They informed us we should not attempt to drive the car home as they felt it was unsafe. We then took the GMC to Helms Tire & Brake for a second opinion. The owner Pat also thought it was unsafe to drive 600 miles home. We then purchased 4 tire replacements, from Helms Tire and Brake, we have retained the old Firestone tires and they are available for inspection. The Dot numbers are as follows

VN 1183A447
SP842KA14L
VN1183A447
VN1183A447

We request that you reimburse us fully for our replacement tires. Copy of invoice enclosed.

Your prompt attention to this matter is requested.

Yours truly,

