

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

25-AUG-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

868676

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	WILDERNESS	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	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02700000	Part Name(s) TIRES	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

PE00-020; 59,000 MILES, FIRESTONE, WILDERNESS AT P255R7016, DOT VNCULPL AND ST358J, ORIGINAL EQUIPMENT WITH FORD EXPLORER 1995. FRONT LEFT TIRE WITH DOT VNCULP1 HAD DEVELOPED A 7 INCH CRACK RIGHT NEAR THE SIDEWALL AND WHERE TREAD STARTS. OTHER THREE TIRES HAD ALSO DEVELOPED CRACKS ON THE OUTSIDE, AND AT THE BOTTOM OF EACH LUG. CONSUMER DID CONTACT FORD AND FIRESTONE, BUT THEY DID NOT ASSIST CONSUMER BECAUSE TIRES WERE NOT FROM THE DECATUR PLANT.*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 NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		Vehicle Owner's Questionnaire (VOQ) Date Received: 09 SEP 28 11:11 AM Office: DEFECTS INVESTIGATION Reference No. 868676	
OWNER INFORMATION (Type or Print) 630922		Home Number: [REDACTED] Work Number: [REDACTED]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of an authorized signature, your name and address to the vehicle manufacturer.			
Signature of Owner: [REDACTED] Date: 7/18/95			
VEHICLE INFORMATION Vehicle (Ident. No. (VIN) (located in bottom left window on driver's side)) Vehicle Make: FIRESTONE Vehicle Model: WILDERNESS AT Vehicle Year: 1995 Current Odometer Reading: 66,000			
Purchase Date: 6/95 New ☒ Used ☐		Dealer Name: BILLY MARTIN FORD State: AL Zip Code: 36940 No. Cylinders: 6	
Transmission Type: ☒ Automatic ☐ Manual Antilock Brakes: ☒ Yes ☐ No Restraint System: ☒ 3-Point Belt ☐ 2-Point Belt ☐ Driver's Side Airbag ☒ Passenger's Side Airbag		Cruise Control: ☒ Yes ☐ No Drive Train: ☒ Front ☐ Rear ☐ 4-Wheel	
Body Style: ☒ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other		Vehicle Type: ☒ Car ☐ Van ☐ Minivan ☐ Other ☒ Sport Ute ☐ Truck ☐ Motorcycle	
FAILED COMPONENT(S)/PART(S) INFORMATION Component: 02700000 Part Name(s): TIRES Location: ☒ Left ☒ Right ☐ Front ☐ Rear Failed Part(s): ☒ Original ☐ Replacement			
APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form) 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			
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) PE00-020; 59,000 MILES, FIRESTONE, WILDERNESS AT, P255R7016, DOT VNCUPL AND ST368J, ORIGINAL EQUIPMENT WITH FORD EXPLORER 1995, FRONT LEFT TIRE WITH DOT VNCUPL HAD DEVELOPED A 7 INCH CRACK RIGHT NEAR THE SIDEWALL AND WHERE TREAD STARTS. OTHER THREE TIRES HAD ALSO DEVELOPED CRACKS ON THE OUTSIDE, AND AT THE BOTTOM OF EACH LUG. CONSUMER DID CONTACT FORD AND FIRESTONE, BUT THEY DID NOT ASSIST CONSUMER BECAUSE TIRES WERE NOT FROM THE DECATUR PLANT. AK 02 the size being recalled			
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.			

CONTINUE ON BACK IF NEEDED

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

FIRESTONE

SIZE

P255R7016

* 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)

* Three tires with DOT VNCH0PL

1 tire with DOT ST358J

★ U.S. G.P.O. 1992 - 623-687 / 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



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

#1

To: Tireinquiry@Ford.Com
cc: Hotline@Nhtsa.Dot.Com, Webmaster@Nhtsa.Dot.Gov,
Rha@Safetyforum.Com
Subject: Firestone Wilderness tires

On August 23rd I took my 1995 Ford Explorer to my dealer where I bought it
, to inspect the original equipment Firestone tires do to the recall publicity. I called in advance and indicated that my tire size was not part
of the announced recall but when I looked at them I had noticed that the one on the front left had a 6-7 inch crack or slit on the sidewall just below the tread. The remaining tires had no large cracks but on the edge
of the outside tire tread there were hairline cracks at the base of every
tire lug or tread. I travel 90 miles per day on the Pennsylvania Turnpike
and was concerned. I was told to stop in for an inspection. My dealer is Bill Marsh Ford in Newtown Pennsylvania. The assistant service manager looked at my tires and stated that they weren't sure what caused the crack
on the front tire but they felt it would not be safe to drive with the damage. I asked about the remaining tires and was told that it could be the
remaining cracks were from "dryrot". I asked why would that be the case since I still had about a 3 rating on the tires and would expect to drive
another 3-5000 miles before I would be concerned about replacing them. I was told that they had no answers to those questions and couldn't and would
not do anything about the tires and that I should take the problems to Firestone. I indicated I understood that these tires were not part of the
recall but felt Ford should be aware of the problem just in case. These tires were P255-R70 16 in size and three of the tires had the DOT number VNCULPL and one had the DOT number ST-358-J. The tire with the large crack
was on of the VNCULPL tires. The Ford dealership made no official report and did not provide me with any written copies of the inspection. I find it
hard to believe after I watch the CEO of Ford come on a T.V and claim they
are interested in the safety of their customers first and foremost when all
I got was that they wouldn't drive on the tire and they weren't sure why the other cracks were there but I should take them to firestone as they could do nothing else. They didn't even try to offer me a quote on new tires even though Ford has advertised they are in the retail tire business.

Is this the way to show concern for the safety of your customers. You should know that Ford was not the only company who professes that safety is the main concern and then acts as if it is money and company survival that really counts. That same day I called the Firestone Hot

line

number and after a long time talked to a representative. I once again informed them that my tires were not part of the announced recall ones but

they had some serious cracks and I was afraid to drive on them. I was instructed to go to my nearest Firestone dealer and have them inspected.

I

did that the very same day after I had no success at Ford. I drove to the

Firestone Dealership located at the Oxford Valley Mall in Langhorne, Pennsylvania. When I arrived I again explained that my tires were 16 inch

tires and apparently made in the Canada and Joliet plants. I was immediately told there was nothing they could do since they were not part

of the recall. They hadn't even looked at the tires. I told them I had been

instructed by Firestone to have them checked. At that point the service technician agreed to look at the tires. He seemed concerned when he saw the

tire with the large crack and immediately said I must have hit something. I

told him I certainly didn't remember doing so. He looked at the remaining

tires and said that I had a lot of miles on them and they had outlived their "useful life span. I asked why he felt that way since I had useful tread life remaining on the tires. I asked why tires would have the hairline cracks. I was told that tires age and I should know that. I was suspicious of this answer as I have always taken care of the tire and religiously rotated and balanced them at the specified times. I also ran them at 31psi. I was not pleased with the answers but thanked the technician and asked that he write an inspection report to have a record for myself and so Firestone could have a record as well. At that point he

flatly refused to do so and I asked why. He said they were so busy they didn't have time to write up such inspections. At the time there were only 4

customers in the store and they were in the waiting area. I asked to see the manager who said the same thing and also refused to put anything in writing about my complaint. Once again when I see Firestone executives and

representatives extolling their concern for safety and asking for people who want to widen the recall to consider the facts I wonder whose facts. When you don't collect the data you can't report it. If you don't report it

you can make the facts look like whatever you want. I am not a great fan of

Government agencies but at least they are trying to capture all the facts.

I did not ask for anything I wasn't entitled to I just wanted to know why

my tires were cracked and if they were safe. I am interested in saving my

life or those of others. It seems to me that Ford and Firestone are interested in saving their reputations and money and the only way they

will

widen the recall is to show them the bodies not the cracks. I certainly hope I am wrong but the "facts" will ultimately come out. I suggest you both try to obtain all the facts and report them before more people die. For your information I immediately had the tires in question replaced that

day. You can probably figure out they weren't Firestone. The place I bought

my new tires said they had also seen numerous Firestone Wilderness AT tires

with cracking problems but the owners were also told by Ford and Firestone

they were not part of the recall and nothing could be done. I'm sure these

reports were never documented either. They also indicated the front tire with the large crack was in serious condition and could fail at any time.

They felt the tread was beginning to separate. I have kept the tires and feel strongly Firestone will see them again.

Since neither Ford or Firestone have any intentions on reporting these complaints I have sent copies to NHTSA, the Center For Auto Safety and Strategic Safety Organization. Lest you think I am one of those crazy people who complain all the time this is the first time in my life I have

taken the time to do this. I don't want to see the death of my wife or daughters or friends be the "facts" to get you to do the right thing.



#2
"Webmaster <NHTSA>" <Webmaster@nhtsa.dot.gov> on 09/01/2000
04:59:34 AM

Please respond to "Webmaster <NHTSA>" <Webmaster@nhtsa.dot.gov>

T [REDACTED]

cc.

Subject: Re: Firestone Wilderness tires-Delegated

Dear Consumer

If you would like to file a complaint, you can contact our hotline at 800-424-9393 or go to our website at www.nhtsa.dot.gov and fill out a complaint form.

-----Original Message-----

From: Postmaster@NHTSA.DOT.GOV [mailto:Postmaster@NHTSA.DOT.GOV] On
Behalf Of webmaster@NHTSA.DOT.GOV

Sent: Thursday, August 31, 2000 4:03 PM

To: ckirksey@aproposint.nhtsa.dot.gov

Subject: Firestone Wilderness tires-Delegated

<3800301.12794.2111.20/end>

>> [REDACTED] " 08/31/00 15:59 >>>

On August 23rd I took my 1995 Ford Explorer to my dealer where I bought it , to inspect the original equipment Firestone tires do to the recall publicity. I called in advance and indicated that my tire size was not part of the announced recall but when I looked at them I had noticed that the one on the front left had a 6-7 inch crack or slit on the sidewall just below the tread. The remaining tires had no large cracks but on the edge of the outside tire tread there were hairline cracks at the base of every tire lug or tread. I travel 90 miles per day on the Pennsylvania Turnpike and was concerned. I was told to stop in for an inspection. My dealer is Bill Marsh Ford in Newtown Pennsylvania. The assistant service manager looked at my tires and stated that they weren't sure what caused the crack on the front tire but they felt it would not be safe to drive with the damage. I asked about the remaining tires and was told that it could be the remaining cracks were from "dryrot". I asked why would that be the case since I still had about a 3 rating on the tires and would expect to drive another 3-5000 miles before I would be concerned about replacing them. I was told that they had no answers to those questions and couldn't and would not do anything about the tires and that I should take the problems to Firestone. I indicated I understood that these tires were not part of the recall but felt Ford should be aware of the problem just in case. These tires were P255-R70 16 in size and three of the tires had the DOT number VNCUIPL and one had the DOT number ST-358-J. The tire with the large crack was on of the VNCUIPL tires. The Ford dealership made no official report and did not provide me with any written copies of the inspection. I find it hard to believe after I watch the CEO of Ford come on a T.V and claim they

are interested in the safety of their customers first and foremost when all I got was that they wouldn't drive on the tire and they weren't sure why the other cracks were there but I should take them to Firestone as they could do nothing else. They didn't even try to offer me a quote on new tires even though Ford has advertised they are in the retail tire business. Is this the way to show concern for the safety of your customers. You should know that Ford was not the only company who professes that safety is the main concern and then acts as if it is money and company survival that really counts. That same day I called the Firestone Hot line number and after a long time talked to a representative. I once again informed them that my tires were not part of the announced recall ones but they had some serious cracks and I was afraid to drive on them. I was instructed to go to my nearest Firestone dealer and have them inspected. I did that the very same day after I had no success at Ford. I drove to the Firestone Dealership located at the Oxford Valley Mall in Langhorne, Pennsylvania. When I arrived I again explained that my tires were 16 inch tires and apparently made in the Canada and Joliet plants. I was immediately told there was nothing they could do since they were not part of the recall. They hadn't even looked at the tires. I told them I had been instructed by Firestone to have them checked. At that point the service technician agreed to look at the tires. He seemed concerned when he saw the tire with the large crack and immediately said I must have hit something. I told him I certainly didn't remember doing so. He looked at the remaining tires and said that I had a lot of miles on them and they had outlived their "useful life span. I asked why he felt that way since I had useful tread life remaining on the tires. I asked why tires would have the hairline cracks. I was told that tires age and I should know that. I was suspicious of this answer as I have always taken care of the tire and religiously rotated and balanced them at the specified times. I also ran them at 31psi. I was not pleased with the answers but thanked the technician and asked that he write an inspection report to have a record for myself and so Firestone could have a record as well. At that point he flatly refused to do so and I asked why. He said they were so busy they didn't have time to write up such inspections. At the time there were only 4 customers in the store and they were in the waiting area. I asked to see the manager who said the same thing and also refused to put anything in writing about my complaint. Once again when I see Firestone executives and representatives extolling their concern for safety and asking for people who want to widen the recall to consider the facts I wonder whose facts. When you don't collect the data you can't report it. If you don't report it you can make the facts look like whatever you want. I am not a great fan of Government agencies but at least they are trying to capture all the facts. I did not ask for anything I wasn't entitled to I just wanted to know why my tires were cracked and if they were safe. I am interested in saving my life or those of others. It seems to me that Ford and Firestone are interested in saving their reputations and money and the only way they will widen the recall is to show them the bodies not the cracks. I certainly hope I am wrong but the "facts" will ultimately come out. I suggest you both try to obtain all the facts and report them before more people die. For your information I immediately had the tires in question replaced that day. You can probably figure out they weren't Firestone. The place I bought my new tires said they had also seen numerous Firestone Wilderness AT tires with cracking problems but the owners were also told by Ford and Firestone they were not part of the recall and nothing could be done. I'm sure these reports were never documented either. They also indicated the front tire

with the large crack was in serious condition and could fail at any time. They felt the tread was beginning to separate. I have kept the tires and feel strongly Firestone will see them again. Since neither Ford or Firestone have any intentions on reporting these complaints I have sent copies to NHTSA, the Center For Auto Safety and Strategic Safety Organization. Lest you think I am one of those crazy people who complain all the time this is the first time in my life I have taken the time to do this. I don't want to see the death of my wife or daughters or friends be the "facts to get you to do the right thing.



TIRES <tires@customersupportctr.com> on 09/06/2000 09:17:41 AM

#3

Please respond to TIRES <tires@customersupportctr.com>

To: [REDACTED]
cc:
Subject: Re: Firestone Wilderness tires (KMM415168COKM)

Dear Charles,

Thank you for contacting Ford Motor Company on 09/01/00 at 8:44:05 AM. We appreciate the time you have taken to write us regarding the Firestone tire recall.

Ford Motor Company has worked closely with Firestone to thoroughly investigate tire tread separation concerns. As we have repeatedly stated, we are absolutely committed to doing the right thing to protect our customers and to maintain their trust.

An analysis of field data by both companies and reviewed with the National Highway Traffic Safety Administration (NHTSA) indicates that tires being recalled account for the overwhelming majority of tread separation failures reported on Firestone tires.

After extensive review of the data, we are satisfied that Firestone has isolated the affected population of tires that should be recalled. We believe that the Wilderness AT produced since 1996 at Firestone's Aiken, S.C. (DOT code 8X); Joliet, Que. (DOT code VN); Oklahoma City, O.K. (DOT code HY); and Wilson, N.C. (DOT code W2) plants have an outstanding safety record. We have confidence in Wilderness AT tires produced at these plants.

Ford continues to work with NHTSA and Firestone to evaluate all tires in concern.

At Ford Motor Company, we consider the satisfaction of our customers as one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,
Kathy
Ford Motor Company
Customer Relationship Center

Original message follows:

I have forwarded a copy of my e-mail for your review. I am concerned that

even though Ford and Firestone are saying they are doing everything possible and that safety is first I don't see evidence in my case. I truly feel that the tires on my Explorer were dangerous and had been serviced by Ford and then inspected by Ford and Firestone. If I hadn't taken it upon myself to have them replaced my family and I could have been one of the death statistics that appear to be the only way Ford and Firestone will listen. If both organizations are so interested in finding out the facts of this problem why don't they document and examine these other tires to determine if there is a problem. I would bet that if my vehicle had been involved in an accident the tires would be checked. Why doesn't Ford and/or Firestone take a proactive approach to the problem and inspect all Wilderness tires and document the results. That truly would be showing concern for the customers and putting safety in front of profits. Notice I didn't say to replace all of these tires unless the facts show that to be the case. In my case the tires were inspected and deemed to be dangerous but the results were never documented and the reason for the damage was blamed on the age of the tire, or some unknown road damage or I'm not sure what caused the problem? As I mentioned I still have the tires and will make them available to anyone who is interested in determining the facts. If the damage is through no fault of the tire so be it. If the tires are faulty then maybe these facts could save a number of lives instead of a few dollars. Which choice does Ford and Firestone want to make. If I can find a way I will try to get this information to Mr. Nasser to see what choice he would make. Maybe you would forward it to him for me? I don't expect to receive a reply on this matter and will have to watch the sensationalized news coverage to get my answers. My confidence in Ford and Firestone is in serious doubt. Their actions going forward will certainly make the decision as to whether I will remain a customer. I am in the business of risk management and although I don't have all the "facts" in this case I feel Ford and Firestone have made some serious mistakes in the handling of this problem. I suggest they both stop patting themselves on the back trying to tell the public the "good" they have done and get down to the hard fact finding issues concerning the causes and true scope of the problem.

----- Forwarded by [REDACTED] Provident Mutual on 09/01/2000 07:38 AM -----

[REDACTED]

08/31/2000 03:47 PM



TIRES <tires@customersupportctr.com> on 09/07/2000 09:32:54 AM

49

Please respond to TIRES <tires@customersupportctr.com>

To:

cc:

Subject: Re: Firestone Wilderness tires (KMM419497COKM)

Dear Charles,

Thank you for contacting Ford Motor Company on 09/06/00 at 7:34:31 PM. We appreciate the time you have taken to write us regarding the Firestone tire recall.

Firestone's data does not indicate a performance issue with the tires other than those being recalled.

According to collected data, all other Firestone tires are world class in their performance.

At Ford Motor Company, we consider the satisfaction of our customers as one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,

Kathy

Ford Motor Company

Customer Relationship Center

Original message follows:

Kathy, Thank you for taking the time to reply to my concerns. Although my Explorer is a 1995, I assume your statement about tires manufactured at the locations mentioned since 1996 also includes the 1995 tires as well. Your statement that Ford is convinced that Firestone has isolated the affected population of tires seems to be in direct opposition to the latest warning issued by NHTSA which lists not only additional sizes manufactured at Decatur but also includes two additional locations, Oklahoma City and Wilson N.C. as well as different models. I'm am not convinced that Firestone has identified the affected population and don't think Ford should be so confident either. As I stated in my complaint the tires on my

Explorer were deemed to be dangerous to drive on by both Ford and Firestone personnel but neither companies were willing to document the inspections or complaint and neither would give an official opinion of what they felt the problem was even if they didn't think the tires were defective. This is not the proper thing to do to protect your customers and maintain their trust. If the data is not collected and documented how can either company properly evaluate the problem. Your service representative states that your tires are dangerous and you shouldn't drive on them and sends you on your way. Firestone says the same thing. Now Firestone says they don't agree with NHTSA but will indeed replace the tires noted in the NHTSA warning. What is Ford's opinion on these facts. Where were the tires recalled overseas made? How many complaints about other tires made in other Firestone plants has Ford documented. If Ford knew there were problems with these tires why didn't they let their customers know. As you can tell I am certainly not a happy customer and will continue to follow this issue with great interest and concern.



TIRES <tires@customersupportctr.com> on 09/08/2000 02:22:20 PM

#5

Please respond to TIRES <tires@customersupportctr.com>

To: [REDACTED]
CC:
Subject: Re: Firestone Wilderness tires (KMM419928COKM)

Dear Charles,

Thank you for contacting Ford Motor Company on 09/07/00 at 10:41:59 AM. We appreciate the time you have taken to write us regarding the Firestone tire recall.

You may have heard some groups who say that Firestone's tire recall should be expanded. They make sensational claims, but do not have data to back it up.

The strong data we have (and that we have shared with the government and the media) clearly shows which Firestone tires are good and which are not. This data can be viewed on our website at:
<http://www.ford.com/default.asp?pageid=106&storyid=935>

A broader recall is wrong. Why? Because many good tires will be diverted and used to replace good tires, meaning people who have tires which should be replaced will have to stand in line and wait. This prolongs the replacement process and keeps people who are at risk with bad tires at risk longer.

At Ford Motor Company, we consider the satisfaction of our customers as one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,
Kathy
Ford Motor Company
Customer Relationship Center

Original message follows:

Kathy, Thanks again for the reply. It is quite clear this is a public relations type of support center. My reason for saying this is the use of phrases like "Firestone's data" and "collected data". Do Ford employees or contractors watch the news. Both Firestone and Ford admitted to having data

that indicated that tires outside of the recall had problems that were misinterpreted. This is on collected data. Ford and Firestone didn't want

to collect my data and that of thousands of other customers that complained

about tires outside of the "recalled" ones. There were actual claims paid

on accidents involving tires outside the recalled ones. This data was available to both Firestone and Ford. Another manufacturer produced in excess of 2,000,000.00 tires for Ford SUV's and have had no claims on defects. If Firestone's results are considered world class and Ford supports your statement then you are in direct opposition to the testimony

provided by Ford's CEO Mr. Nasser at the congressional hearings yesterday.

I think you need to revise your "spin". So far you have failed to address

any of the major concerns that have been raised and have continued to provide rhetoric scripted answers that there is no problem with tires outside the "recalled" ones and all the rest are world class tires. You have got to be in denial.



TIRES <tires@customersupportctr.com> on 08/13/2000 09:21:36 AM

Please respond to TIRES <tires@customersupportctr.com>

To:

CC:

Subject: Re: Firestone Wilderness tires (KMM430000COKM)

Dear Charles,

Thank you for contacting Ford Motor Company on 09/11/00 at 5:54:21 PM. We appreciate the time you have taken to write us regarding the Firestone tire recall.

We would like to direct to the the www.ford.com home page for statistics. Under "Latest Press Releases" click on "Hard Facts on the Firestone Tire Recall" for further details.

At Ford Motor Company, we consider the satisfaction of our customers as one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,

Kathy

Ford Motor Company

Customer Relationship Center

Original message follows:

Kathy, I indicated I wouldn't get into a public relations dialogue but you once again have taken the time to reply so I feel a need to respond. Mr. Nasser did indicate there was some test data concerning other Firestone tires and would provide it. My assumption is the information you directed me to was that data and that is why you indicated that other than the recalled tires, the rest of the Firestone tires are "World Class". If this is the case please answer the following. Ford recalled over 50,000 tires in overseas countries. What data did Ford rely on to recall and replace these tires. What sizes were these tires and where were they made. Is this data included in the charts and graphs indicated in you response. What was wrong with them?

I have a set of 16 inch original equipment tires that your representative said were dangerous and appeared to be ready to separate. This complaint was never documented by Ford or Firestone. If these complaints are never documented and investigated for a problem then how will Ford or Firestone ever know they have a problem?

Your rationale on why not a wider recall makes no sense. Recalling a 16 inch tire or another size tire doesn't slow down the replacement of the recalled tires. You can't put a 16 inch tire on a 15 inch rim. It doesn't cause people who are waiting for bad tires to be replaced to wait in line any longer at all. It does widen the number and type of tires that need to be replaced. What I am saying is that Ford and Firestone already have data and complaints from overseas and the US that indicates there is a problem with tires other than those being recalled and are not doing a fair or good job documenting the current complaints to determine if other tires should be recalled. Nobody is going to complain about a tire that looks good and has no apparent wear problem. These tread separations give no warning and those 1400 or so claims involving explorers and Firestone tires are not just 15 inch P235 R70 tires made at the Decatur plant. Ford and Firestone have both admitted that don't even know what the problem is with the tires that are being recalled. If that is the case and there is data that other tires are experiencing tread separation how can a determination be made these are world class tires with no problem?



TIRES <tires@customersupportctr.com> on 09/13/2000 12:56:45 PM

#7

Please respond to TIRES <tires@customersupportctr.com>

To: [REDACTED]

cc:

Subject: Re: Firestone Wilderness tires (KMM433931COKM)

Dear Charles,

Thank you for contacting Ford Motor Company on 09/13/00 at 10:12:09 AM. We appreciate the time you have taken to write us regarding the Firestone tire recall.

The conditions in those countries are different than the US. Excessively high temperatures, extreme high speed driving for extended periods, overloading and low tire inflation are primary factors.

Improper tire repair (tires repaired without rubber plugs and patches inside the tire) also appears to be a contributing factor.

For example, many of the incidents occurred after driving at speeds of over 100 MPH for long periods in very hot weather and with under inflated or improperly repaired tires.

While some states in the US can get very hot and some drivers do drive fast, the combinations of conditions are quite different.

Please contact Firestone for further data with regards to further data and statistics of the recall. Please contact Firestone directly at: (800) 465-1904 or www.firestone.com.

At Ford Motor Company, we consider the satisfaction of our customers as one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,

Kathy

Ford Motor Company

Customer Relationship Center

Original message follows:

Kathy, You already referred me to the same data I mentioned in my last reply. I reviewed the data. You did not answer any of my inquiries concerning the tires that were recalled overseas. Why were they recalled?

What sizes were they? Where were they made? What data did Ford have to cause this recall? Was this data part of the data in the charts and graphs that are offered in the "Hard Facts " press release you have referred me to twice. I feel we are going in circles. I don't believe Ford or Firestone and feel both companies are not being truthful about the " Hard Facts" on this issue. They are releasing only the facts that support their position. I am just trying just like many other customers and consumers to get some straight answers. If it were your family and love ones who were or could be effected what would you want to know. I truly believe that if I had not replaced my tires I would not be alive today and possibly those in my family as well. This makes me furious and frustrated with Ford and Firestone when both indicated my tires were dangerous to drive on, but both indicated they didn't know why and didn't want to know why and didn't want to even document the complaint. They just wanted to place the blame that the tires were old and they must have been abused. To me these are the "Hard Facts" that need to be addressed by Ford and Firestone. Ford's inability or unwillingness to provide answers to my questions continues to raise my level of frustration. Would you please answer my specific questions and address my concerns or refer me to someone who can.



TIRES <tires@customersupportctr.com> on 09/15/2000 01:58:44 PM

#8

Please forward to TIRES <tires@customersupportctr.com>

To:

cc:

Subject: Re: Firestone Wilderness tires (KMM437466COKM)

Dear Charles,

Thank you for contacting Ford Motor Company on 09/14/00 at 2:31:19 PM. We appreciate the time you have taken to write us regarding the Firestone tire recall.

While the Firestone recall has not been expanded from the original tires, Firestone has initiated a customer satisfaction program for owners of vehicles with the tires on the NHTSA consumer advisory. For more information, their number is 1-800-465-1904, or you may visit a local Firestone store.

At Ford Motor Company, we consider the satisfaction of our customers as one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them.

Thank you for contacting Ford Motor Company.

Sincerely,

Kathy

Ford Motor Company

Customer Relationship Center

Original message follows:

Kathy, If Ford is truly interested in the safety and concerns of their customers and want to obtain the facts I recommend that you log on www.firestone-tire-recall.com and click on Voice your concerns. Ford then can see directly the complaints and in many cases pictures of the problems that are occurring at an alarming rate. I also recommend that Ford put this in their data base and then determine if they still think that except for the recalled tires Firestone makes a world class tire. I knew my experience wasn't a single issue. Please help to renew my faith in Ford and have them follow up on these issues with Firestone and do the right thing. Ford can

no longer say they didn't have the data and didn't know.