

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

119

Date Received

25-AUG-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

868718

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	FR721	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	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 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
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

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)

PE-00-020; P215/75R15, WIDE WHITE WALL TIRES; 1 OUT OF 4 TIRES WAS REPLACED, DOT NUMBER NOT AVAILABLE. CONSUMER NOTICED WHEN DRIVING THAT VEHICLE WAS VIBRATING IN THE FRONT END, NOTICE BUMPS ON THE TIRES CONTACTED A TIRE COMPANY, INSPECTOR NOTICED THAT TREAD WAS SEPARATING. *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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FOR AGENCY USE ONLY 119

Date Received

09 SEP 18 PM 3:00
26-AUG-2000
OFFICE
EFFECTS INVESTIGATION

Od or

dt

od rt

wp tr

Reference No.

868718

Work Number

Home Number

OWNER INFORMATION (Type or Print)

631094

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 9/13/2000

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

FR721

1900

Purchase Date

Dealer's Name Firestone Tire & Service Center
Techmaster Tire & AutoEngine Size
(CID/CC/L)☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection☐ New ☒ UsedCity Daytona Beach State Fla. Zip Code 32114

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☒ Rear☐ Truck☐ 4-Door☐ Passengerside Airbag☐ 4-Wheel☐ Motorcycle☐ Stationwagon☒ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

Part Name(s)

Location

Failed Part(s)

02740000

TIRES:TREAD

☐ Left☐ Right☐ Original☐ Front☐ Rear☐ Replacement

No of Failures

Date(s) of Failure(s)

see attached bills

Failed Part(s)

NHTSA Previously

3 Actual &
1 Threatning

Mileage at Failure(s)

11 - 11

Available?

Contacted?

Vehicle Speed at Failure(s)

10 - 30 MPH☒ Yes ☒ No☐ 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 ☒ NoValue of 4
not too well
used tires☐ Yes ☒ No

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

PE-00-020; P215/75R15, WIDE WHITE WALL TIRES; 1 OUT OF 4 TIRES WAS REPLACED, DOT NUMBER NOT AVAILABLE. CONSUMER NOTICED WHEN DRIVING THAT VEHICLE WAS VIBRATING IN THE FRONT END, NOTICE BUMPS ON THE TIRES CONTACTED A TIRE COMPANY, INSPECTOR NOTICED THAT TREAD WAS SEPARATING. *AK This Report is being submitted to gain some sort of relief because of the premature failure of 5 Firestone FR721 Wide Whitewall Tires. Actually, only 3 such tires failed by separation of the tire tread on this particular vehicle, but when the last of the 3 tires failed, I chose to replace a matching tire on the opposite side wheel, since that tire was purchased at the same time and place as the tire that did fail.

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.*

DOT EJR103N066
VDHEF7U192

MANUFACTURER/TIRE NAME

Firestone Tire & Rubber Co.

SIZE

P215-75R15-M/S

* 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)

The other two Tires that failed by Tread separation were actually located on the rear of this particular vehicle. I still have 2 relatively new FR721 Firestone Tire on the right rear wheel of this pick-up Truck which to date has not shown any symptoms of failure, but I feel a bit unsure about it. I still have 3 FR721 Wide whitewall tires on a 2nd car owned by me, a 1988 Ford Victoria Station Wagon (which is being reported on a 2nd report - No. 631090, being sent under separate cover at this time). I realize that the 5 Tires being reported herein & in the other report are not in the group of tires that Bridgestone-Firestone has recalled, but with so many of my Firestone Tires having failed in the same manner as those (by "Snake Tread", as one Firestone dealer has characterized it) I think that that is more than a mere coincidence.

☆ U.S. G.P.O.: 1982 - 825-087 / 00000

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

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Prices are subject to change without notice. Please call for current prices.

FIRESTONE ORIGINAL ESTIMATE DATE 02-23-97 SALESPERSON 43
NAME Cherry MODEL Blue/Silver COLOR 6 099633 1
ADDRESS 19KP-014176 ST. 1700 VOLUSIA AVE ENGINE SIZE 3.0 TICKET NUMBER
CITY DAYTONA BEACH, FL 32014 VIN NO. 904) 255-3306 REG # MV-07547

CASH ☐ CHECK ☐ AUTO ☐ PAS ☐ AMEX ☐ OTHER ☐ PO. NO. 19KP-014176
ACCOUNT NO. 255-8495 MOUNTING INSTRUCTIONS (LF) (RF) (LR) (SP)
EXP. DATE 02-23-97 AMT. APPR. \$ APPR. NO. 26789/46930 Q-1 NO. 01
FRONT PSI 35 REAR PSI 35 Torque 11 (lbs.) HUB CAP LOCKING DEVICE YES ☐ NO ☐
KEY LOCATED YES ☐ NO ☐

Items / Descriptions		MFG #	Partis	Labor	Tech	Initial Estimate		
KEY LOCATED		Article No.	Qty	Unit Price	Article No.	Qty	Unit Price	Initial Estimate

I ACKNOWLEDGE THAT I HAVE REVIEWED THIS ESTIMATE OF REPAIR AND SERVICE WORK. I HEREBY AUTHORIZE THE ABOVE WORK TO BE DONE, INCLUDING THE INDICATED PARTS AND LABOR, AND PROMISE TO PAY FOR ALL SUCH WORK. I GRANT PERMISSION TO OPERATE THE REFERENCED CAR, TRUCK OR VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF INSPECTION AND/OR TESTING. I UNDERSTAND THAT ALL CLAIMS MUST BE ACCOMPANIED BY AN INVOICE. I UNDERSTAND IF ADDITIONAL WORK IS REQUIRED, YOU WILL OBTAIN MY VERBAL OR WRITTEN ESTIMATE.

Minimum limited warranty is 6 months/8,000 miles, whichever comes first.

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$50.
I REQUEST A WRITTEN ESTIMATE.
I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS REPAIR COSTS DO NOT EXCEED \$
THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED [Signature] DATE 02-23-97

PAN AMERICAN TIRE Inc.

BRANCH NO.

EMPLOYEE

DATE

TIME

57956

01 1840 S. Military Trail, West Palm Beach, FL 33415
 02 2814 S. Dixie Hwy., West Palm Beach, FL 33406
 03 1921 Courtney Drive, Ft. Myers, FL 33901
 04 2188 N. Military Trail, West Palm Beach, FL 33408
 05 2980 W. Broward Blvd., Ft. Lauderdale, FL 33312

MV05079 561-967-7361
 MV05082 581-833-1781
 MV05084 941-277-9482
 MV28-97 561-478-7832
 MV06482 954-581-0625

06 3330 N. State Road 7, Lauderdale Lakes, FL 33318
 07 968 N.W. Park Street, Oklawaha, FL 34972
 08 907 International Speedway Blvd., Daytona Beach, FL 32114
 09 2401 S. Ridgewood, S. Daytona Beach, FL 32119
 11 800 Ole Dixie Hwy., Lake Park, FL 33403

MV06486 564-739-2019
 MV06491 941-457-4800
 MV06497 904-255-7487
 MV08500 904-761-7770
 MV08505 561-581-7431

NAME

ADDR

CITY

 CAR MAKE SAAB MODEL 900 YEAR 81

 MILEAGE 58162 TAG NUMBER V-1528

(WARNING) TIRE SPEED RATING CHANGES ARE NOT RECOMMENDED.

1 Bridgestone	DC DB	Discover	MC	☒
CREDIT APPROVAL CODE	A.E.	CASH	CHECK	
CARD NO.	48275000218300			
ACCT. NO. CLUB				
P.O. #	DATE IN		12/98	
PHONE	DATE PROMISED			

PART NO. AND DESCRIPTION (All Parts new unless otherwise specified)	DEPT.	SKU #	QTY.	DESCRIPTION	SIZE	UNIT PRICE	TOTAL
Tires	1		1	215-70-15	CELESTRA w/2	72.95	72.95
Wheels	4			Lug Nuts Torqued By	AAA Int.		
Battery	5						
Used Tires	6	60000					
State User Tax	7	70001	1	TSUF		1.00	1.00
Tire Disposal Fee	7	70002	1	TD		1.50	1.50
Valve Stems	8	80001	1	VS		2.95	2.95
Tire Repair/Rotation	12	12905			Free Rotation Each 5000 Mi. ☐ Int.		
Balance	9	90500	1	RLANCE		5.95	5.95
Balance Guaranteed	9	90550				7.95	
Road Hazard Warranty	13	13001	1	Passenger R HAZZ 51	Refused ☐ Int.	4.95	4.95
Road Hazard Warranty	13	13013		LT & Performance	Refused ☐ Int.	8.95	
Oil Filter	14			Oil & Filter pulled & placed by	☐ Int.		
Motor Oil	14	14202		Inspected for leak	☐ 1 ☐ 2 Int.		
Oil Disposal Fee	7	70005				2.00	
Front End	15						
Misc. Service	16						
Brakes	17						
Shocks/Struts	18						
A/C Repair	19						

SAFETY INSPECTION

NOTES:

WELOD REAR BRAKES
 WELOD Wheel Cylinders

 WARRANTY 4000 MILES
 OR 90 DAYS

 BASIS FOR CHARGE ☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH
 (Per Above)

SUB TOTAL PRICE

86.66

SALES TAX

4.465

TOTAL INVOICE PRICE

91.125

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$50.00.

- ☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ 91.12. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

 Signature _____ Date 12/2/98

DAILY CHARGE FOR STORAGE AFTER 3 DAYS \$ _____ /DAY

ESTIMATED COST OF REPAIRS

CHARGE FOR ESTIMATE

REASSEMBLY IF REPAIRS CANCELLED

OTHER CHARGES

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. It is understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.

SIGNED

DATE

SAVE OLD PARTS

ALTERNATE WORK AUTHORIZED (If Any)

PHONE

TECHMASTER TIRE & AUTO

GOODYEAR GEMINI DEALER, 148 N. RIDGEWOOD AVE.
DAYTONA BEACH, FL 32114
(504)252-7661, FL REG# MV-30726
FEDERAL TAX ID# 593407825

INVOICE
026684

04/11/00 04/13/00
11:48 AM 08:53 AM
TERR: 7215
NONSIG: 195000

PAGE: 01

BILL TO:

PHONE 3
PHONE 2
DATE REQUESTED 04/11/00
TIME REQUESTED
RETURN PARTS.. YES
SALESMAN..... 002 / 049
OTHER INFO.... PJHFWLKR499/509.REC REPL REAR SHOCK +REP 8/0 LITES

VEH YEAR/MAKE. 87 CHEVY TRUCK
VEHICLE MODEL. 310 PICKUP
VEHICLE COLOR. BLUEGRAY
LICENSE/STATE. VUM52B / FL
ODOMETR IN/OUT 86104 / 86104
PRIOR INVOICE. 013869

To replace
2 Firestone
721 Tires

ACCOUNT # CDB TC CUST# TYPE/STATE AUTHORIZATION CREDIT CARD NO.
721300051 V 01 06957 0 FL 866590 HOC 4828530032383034

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LAB/EXCISE	LINE TOTAL
002		350-727-210-0 350-651-400-0	R	2	P215/75R15 BROADWAY WWW	59.95	.00	119.90
002	058	041-263	R	2	NEW VALVE STEM	1.50	.00	3.00
002	059	044-263	R	2	WHEEL BALANCE - COMPUTER SPIN	2.00	4.00	12.00
002		071	R	2	SCRAP TIRE DISPOSAL AUTO	1.50	.00	3.00
002	049	048-170	R	1	ESTIMATE/WORK ORDER PREPARATION	.00	.00	.00
002	001	093-556	R	1	SK SHOP ITEMS/SUPPLIES FEE	.25	.24	.49

YOUR "TECHMASTER" PROFESSIONAL SERVICE TEAM THANKS YOU FOR YOUR BUSINESS !! WE HAVE USED EXTREME CARE WITH YOUR WHEEL/LUG COVERS/HUBCAPS HOWEVER- WE CANNOT BE RESPONSIBLE FOR FUTURE LOSS-PLS CHECK THEM NOW

I UNDERSTAND THAT ALL CUSTOM WHEEL LUG NUTS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

(signature)

CHARGED AMOUNT 148.78
STATE TIRE FEE 2.00
TAXABLE AMOUNT 143.35

PARTS TOTAL..... 130.11
LABOR TOTAL..... 8.24
SLB TOTAL..... 138.35
SALES TAX..... 8.43
\$148.78

INVOICE TOTAL

TREAD L/R..... 10/32

TREAD R/F..... 10/32

TREAD R/R..... 8/32

TREAD L/R..... 8/32

ALL PARTS LISTED ARE NEW, UNLESS OTHERWISE STATED

SEE REVERSE SIDE FOR IMPORTANT SAFETY
WARNING AND WARRANTY INFORMATION

HAVE A QUESTION OR PROBLEM?

Please call our store manager, the value your opinion as shown in your business. Should you need additional assistance, call our

CUSTOMER ASSISTANCE LINE

1-800-321-2136

FIRESTONE TIRE & SERVICE CENTERS

CUSTOMER INVOICE
No. 6-099633-1

FIRESTONE TIRE AND SERVICE CENTER
1700 VOLUSIA AVE
DAYTONA BEACH FL 32114
(904) 255-3306

Page 1 of 1
02-03-97

CUSTOMER:

VEHICLE:

87 CHEVROLET PICKUP R10/R
4.3 LITRE F/I V6; VIN: 2
Mileage: 74372 License: VUM52B FL
VIN #

Store #014176-19KP TR:3135 03 03 1

REG # MV-07547

ROAD HAZ CLAIM LT TRK SALES RECEIPT

Description	Tech	Part	No.	Number	Qty	Unit	Price	Parts	Labor
FR721 TUNWPS 21575R15	00	071927	A	01			40.25	40.25	
STATE TIRE FEE	00	17671	A	01			1.00	1.00	
WHEEL BALANCE WEIGHT	00	18708	A	01			2.99	2.99	
WHEEL BALANCE LABOR	13	18716	CF	01			3.00		3.00
RUBBER VALVE STEM	13	15040	A	01			2.00	2.00	
Tech: 13 CL DUNLAP									

Sales Associate: A J HAWKINS

VISA Exp 1298 52.20 Acct# 4828530032383026 Apr# 091830

SUMMARY

Parts	46.24
Labor	3.00
Sub Total	49.24
FL Tax 6.000%	2.96
TOTAL	52.20

Total Tendered 52.20

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with

I acknowledge notice and oral approval of an increase in the original estimated price.

Customer Signature
The attached estimate is part of this invoice.

Signature or initials
Estimate revised D _____ T _____
Contacted _____

THANK YOU FOR SHOPPING

FIRESTONE TIRE AND SERVICE CENTER
YOUR 100% SATISFACTION
IS OUR GOAL AT FIRESTONE