

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

29-AUG-2000

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

Reference No.

869052

 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 |
| 1FDLE40G6THA89660                                                          | FIRESTONE    | STEEL TEX     | 1900         |                          |

|                                                                       |                                       |                             |                                                                                                                                              |
|-----------------------------------------------------------------------|---------------------------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Purchase Date                                                         | Dealer's Name _____                   | Engine Size (CID/CCL) _____ | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection |
| <input type="checkbox"/> New <input checked="" type="checkbox"/> Used | City _____ State _____ Zip Code _____ | No. Cylinders _____         |                                                                                                                                              |

|                                                                                            |                                                                                           |                                                                                                                                                                                                                                         |                                                                                          |                                                                                                                    |                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Transmission Type<br><input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic | Antilock Brakes<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Restraint System<br><input type="checkbox"/> 3-Point Belt<br><input type="checkbox"/> Driverside Airbag<br><input type="checkbox"/> Passengerside Airbag<br><input type="checkbox"/> Motorbelt<br><input type="checkbox"/> 2-Point Belt | Cruise Control<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Drive Train<br><input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel | Vehicle Type<br><input type="checkbox"/> Car<br><input type="checkbox"/> Van<br><input type="checkbox"/> Minivan<br><input type="checkbox"/> Other | Body Style<br><input type="checkbox"/> Sport Vlt<br><input type="checkbox"/> Truck<br><input type="checkbox"/> Motorcycle<br><input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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

|                       |                                                                                                   |                                                                                                                                                |                                                                                             |
|-----------------------|---------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Component<br>02740000 | Part Name(s)<br>TIRES: TREAD                                                                      | Location<br><input type="checkbox"/> Left<br><input type="checkbox"/> Front<br><input type="checkbox"/> Right<br><input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No. of Failures<br>0  | Date(s) of Failure(s) 01-OCT-1999<br>Mileage at Failure(s) 24100<br>Vehicle Speed at Failure(s) 2 | Failed Part(s) Available?<br>  Yes   No                                                                                                        | NHTSA Previously Contacted?<br>  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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured<br>0 | Number of Fatalities<br>0 | Estimated Property Damage | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|--------------------------------|---------------------------|---------------------------|-------------------------------------------------------------------------------------------|

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

ORIGINAL EQUIPMENT ON A 1996 WINNIEBAGO MINNI WINNI DL HAS A FORD E350 SUPER DUTY CHASSEY. CONSUMER STATES WHILE DRIVING AT 65 MPH, FELT A VIBRATION RIGHT REAR INSIDE TIRE, PULLED OVER AND AND TIRE WAS BLEW AND ALL THE RUBBER WAS OFF, SECOND TIME ON THE 19 AUG 2000, WHILE TRAVELING AT 65 THE LEFT REAR OUTSIDE TIRE, TIRE WAS STILL INFLADDED BUT ALL THE TREAD WAS GONE.

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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of Transportation  
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## Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

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FOR AGENCY USE ONLY 335

Date Received

OCT 13 AM 8:47

29-AUG-2000

OFFICE  
DEFECTS INVESTIGATION
 Od\_or  
rt\_dt  
od\_rt  
up\_ltr

Reference No.

869052

## OWNER INFORMATION (Type or Print)

631972

Work Number

Home No.

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 10/16/00

## VEHICLE INFORMATION

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

1FDLE40G6THA89680

Vehicle Make

FIRESTONE

Vehicle Model

STEEL TEX

Vehicle Year

1900

Current Odometer Reading

24,100

Purchase Date

Dealer's Name

Engine Siz

(CID/CC/L

☐ Turbo☐ Diesel☐ Gas☐ Fuel Injectio☐ New ☒ Used

City

State

Zip Code

No Cylinders

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manua☐ Yes☐ 3-Point Belt☐ Motorbelt☒ Yes☐ Front☐ Car☐ Sport Util☐ 2-Door☒ Automatic☒ No☐ Driverside Airbag☐ 2-Point Bel☒ No☐ Rear☐ Van☐ Truck☐ 4-Door☒ Other☐ Passengerside Airbag☐ 4-Wheel☒ Minivan☐ Motorcycle☐ Stationwagon

motor home

☒ Pick Up☐ Truck

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

Component  
02740000Part Name(s)  
TIRES:TREAD

Location

☐ Left  
☐ Front☐ Right  
☐ Rear

Failed Part(s)

☒ Original  
☐ Replacement

No of Failures

0

Date(s) of Failure(s) 01-OCT-1999

Mileage at Failure(s) 24100

Vehicle Speed at Failure(s) 0

Failed  
Part(s)☐ Yes ☐ NoNHTSA  
Previously☐ 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 Partials

Estimated Property Damag

Reported to Polic

☐ Yes☒ No☐ Yes☒ No

0

0

☐ Yes☒ No

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

ORIGINAL EQUIPMENT ON A 1996 WINNIEBAGO MINNI WINNI; HAS A FORD E350 SUPER DUTY CHASSIS. WHILE DRIVING AT 65 MPH, FELT A VIBRATION RIGHT REAR INSIDE TIRE, PULLED OVER, AND AND TIRE WAS BLEWOUT. ~~AND THE RUBBER WAS OFF.~~ SECOND TIME ON 19 AUG 2000, WHILE TRAVELING AT 65 MPH, LEFT REAR OUTSIDE TIRE BLEWOUT. ~~AK~~ *threw all tread off*

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.

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 | V | D | I | L | I | X | A | 0 | 7 | 6 | 4 | MANUFACTURER/TIRE NAME | SIZE |
| Fire Stone Steeltex Radial R4S |   |   |   |   |   |   |   |   |   |   |   |   |   | L725/75R16/E MS        |      |

\* 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)

Please note additions/corrections on Front in red -  
After blowing a tire in Oct. 1999, then throwing all tread on a tire in July 2000, we decided not to use Firestone tires on our motor home. We did not feel safe with them, besides the damage throwing rubber does to the underside of an RV. We changed to Michelin tires after the second tire problem with the Firestones, and had the last 5 tires replaced on 8-8-00. The same day we heard about Firestone tire problems. (we had already ordered the new Michelin tires several days before). We still have the old Firestone tires.

★ U.S.G.P.O. 1992-823-857 / 80085

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

Customer Invoice  
1002129  
10/08/1999

**FIRESTONE TIRE & SERVICE CENTERS**  
306 NORTH 7 HWY  
BLUE SPRINGS, MO. 64014

Service Advisor:  
01 JP  
816.229.2848

CARRY OUT

Lic #:

Vin #:

In: 10/08/99 9:25AM

Mileage: 0

Out: 10/08/99 10:01AM

Store # 020737

**RETAIL SALE**

| Description                 | Article Number | T# | Qty | Unit Price | Extended Price | Job Total |
|-----------------------------|----------------|----|-----|------------|----------------|-----------|
| <b>BASIC PACKAGE</b>        |                |    |     |            |                |           |
| STLTEXRDR4S TUBLPS 22575R16 | 287468         | 00 | 1   | 103.65     | 103.65         | 117.14    |
| MISSOURI TIRE FEE           | 7095907        | 00 | 1   | 0.50       | 0.50           |           |
| WHEEL BALANCE WEIGHT        | 7018708        | 00 | 1   | 3.99       | 3.99           |           |
| WHEEL BALANCE LABOR         | 7018716        | 00 | 1   | 4.00       | 4.00           |           |
| RUBBER VALVE STEM           | 7015040        | 00 | 1   | 3.00       | 3.00           |           |
| TIRE DISPOSAL FEE           | 7075078        | 00 | 1   | 2.00       | 2.00           |           |
| TIRE INSTALLATION           | 7015016        | 00 | 1   | N/C        | N/C            |           |
| <b>ROAD HAZARD</b>          |                |    |     |            |                |           |
| ROAD HAZARD WARRANTY        | 7040215        | 00 | 1   | 10.30      | 10.30          | 10.30     |

**Payment History:**

MasterCard 2590

Total Tendered

**Summary:**

|               |          |
|---------------|----------|
| Parts         | 123.44   |
| Labor         | 4.00     |
| Shop Supplies | 0.40     |
| Sub-Total     | 127.84   |
| Tax           | 8.04     |
| Total         | \$135.88 |

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 the issuer.

**Revision History:**

10/08/1999 10:00AM 303.772.7514 GOEPFINGER, FRED

Customer Signature

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

Signature or Initials

on 10-07-99 - Firestone tire blew and threw Rubber tread on I 70. Did not get DOT # - but replaced with new Firestone tire on 10-08-99

Did not note mileage when this tire blew but mileage on Aug 29, 2000 was 24,100.

See reverse side for Warranty Information

FREE CUSTOMER FLAT REPAIR

**DISCOUNT**  
TIRE CO. INC.

FREE CUSTOMER ROTATION

3105355

3105355

DATE 08-08-2000 9:16 AM

COB 01 1  
STORE # TRAN  
RICK MGR #155  
SALESPERSON3213 28TH STREET MD  
STORE ADDRESS  
BOULDER CO 80301-0000  
303-440-5811

MTR HOME

| CODE  | CC | QTY | SIZE           | DESCRIPTION           | FEET | PRICE  | AMOUNT |
|-------|----|-----|----------------|-----------------------|------|--------|--------|
| 34768 | 1  | 5   | LT225/75R-16/E | DRBL MICHELIN LTX M/S | 0.16 | 100.00 | 540.80 |

|       |   |   |              |         |  |      |       |
|-------|---|---|--------------|---------|--|------|-------|
| 80146 | 1 | 5 | RUBBER VALVE | V/B R/O |  | 2.50 | 12.50 |
|-------|---|---|--------------|---------|--|------|-------|

Inspected by: ROD  
Recommended Torque: CHART

looked good

Bay Manager: J. L. SmithAir Pressure: 65 PSI

From current

UNITS: 5

MASTERCARD: 545113010502090 EXP: 08/01-01/01

TOTAL: 649.30

mileage Aug 29, 2000 - 24,100

MASTERCARD: 649.33  
TENDERED: 649.33

## WORK ORDER

- ☐ REPAIR
- ☐ ROTATION
- ☐ REBALANCE
- ☐ MOUNTING
- ☐ AIR CHECK
- ☐ RETURN TIRES
- ☐ CHANGE SNOWS

LF ☒ RF ☒  
LR ☐ RR ☐  
S ☐

CUSTOMER  
INITIALS

J. L. Smith



Carl L. Haggan  
Customer Signature  
Cardholder acknowledges receipt of goods and/or services and agrees to pay the amount of the Total shown hereon and agrees to the obligations set forth in the Cardholder's agreement.

Replaced Firestone tires with the above tires - (5)  
Firestone Tire #s / Steeltex Radial R4S

| DOT | VDIL | 1XA | 136 A | SP917K | DIGL | Bar Code |
|-----|------|-----|-------|--------|------|----------|
| "   | VDIL | "   | 076 A | "      | G09L | "        |
| "   | VDIL | "   | 076 A | "      | G10R | "        |
| "   | VDIL | "   | 076 A | "      | G09R | "        |
| "   | VDIL | "   | 076 A | "      | G10L | "        |



1203 NORTH LINCOLN  
LOVELAND, COLORADO 80537  
PHONE (870) 667-1030

331 NORTH COLLEGE  
FT. COLLINS, COLORADO 80524  
PHONE (970) 493-8383

# RETAIL GARAGE REPAIR ORDER

93934

TERMS: Net cash by 10th of month following purchase. Your FINANCE CHARGE is computed by a single periodic rate of 1 3/4 % per month on balances past due and unpaid on 25th of month which is an ANNUAL RATE of 21%.

|                    |                |          |             |
|--------------------|----------------|----------|-------------|
| NAME               | DATE 7/13/00   | TERMS    | CASH CHARGE |
| ADDRESS            | STOCK#         | COLOR    | CALY        |
| CITY ZIP           | LICENSE NO.    | ODOMETER | PHONE NO.   |
| PURCHASE ORDER NO. | MAKE Motorhome | MODEL    | YEAR        |

|                                |                                 |                                  |                                 |                                  |                                                                                              |                                                                                              |
|--------------------------------|---------------------------------|----------------------------------|---------------------------------|----------------------------------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| <input type="checkbox"/> ALIGN | <input type="checkbox"/> ROTATE | <input type="checkbox"/> BALANCE | <input type="checkbox"/> L.O.F. | <input type="checkbox"/> TUNE UP | <input type="checkbox"/> BRAKES <input type="checkbox"/> Front <input type="checkbox"/> Rear | <input type="checkbox"/> SHOCKS <input type="checkbox"/> Front <input type="checkbox"/> Rear |
|--------------------------------|---------------------------------|----------------------------------|---------------------------------|----------------------------------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|

| QUANTITY | DESCRIPTION                     | AMOUNT   |
|----------|---------------------------------|----------|
| 1        | LT 225 / 75R16 michelin LTY M/S | = 133.00 |
| 1        | Computer Balance                | = 7.00   |
| 1        | Serp Tire Repair                | = 2.00   |
|          |                                 |          |
|          |                                 |          |
|          | Paid M.C.                       |          |
|          | (Installed on Spare wheel)      |          |

NOT RESPONSIBLE FOR LOSS OR  
DAMAGE TO CARS OR ARTICLES  
LEFT IN CARS IN CASE OF FIRE,  
THEFT OR ANY OTHER CAUSE  
BEYOND OUR CONTROL.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

**26 PSI ON ALL PASSENGER TIRES**

## LIMITED WARRANTY

**X**

**TIRES TO BE  
ROTATED  
EVERY  
5,000 MILES**  
☐ FREE  
☐ \$4.00

SUB-TOTAL

TAX

**TOTAL**

142. ISO

9. 100

151, 158

Do Not Have DOT # For this  
Firestone tire - But replaced with  
a Michelin - (above)

7-13-00

Motor Home mileage on Aug 09, 2000 was 24,100.  
Did not note mileage when this tire threw  
tread.

ROCKY MOUNTAIN CO-OPERATIVE ASSOCIATION, INC.  
225 NW FRONTAGE ROAD  
FORT COLLINS, COLORADO 80524-9298  
TELEPHONE: 970-221-5300  
FAX: 970-493-5827



Invoice: 0018993AP

Cost: 0000002

Net: 0000002

Account: 0000002

Dist Type: Cash

Entrys: 0018993AP

Terms: NET DUE 10th MONTH

| QUANTITY | UNIT | DESCRIPTION         | PRICE        | EXTENSION |
|----------|------|---------------------|--------------|-----------|
| 1.00     |      | MOUNT DISMOUNT TIRE | 8.00         | 8.00      |
| 1.00     |      | SHOP SUPPLIES       | 2.00         | 2.00      |
| .00      |      | DAVID HILL          | .00          | .00       |
|          |      |                     | Ticket Total | 10.00     |
|          |      |                     | CASH         | 10.00     |
|          |      |                     | PAYMENTS     | 10.00     |

# CUSTOMER COPY

COMMERCIAL APPLICATORS ARE LICENSED BY THE COLORADO DEPARTMENT OF AGRICULTURE

TERMS: Cash unless previous credit authorized.

Accounts due the 10th of the month.

1.50% per month charged on past due accounts. 1% annual percentage rate.

8:45 AM - 7-13-00

Tire threw all tread on tire - tire did not blow out. Had spare put on motor home. Did not get Dot # on this Fire stone tire.