

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

118

Date Received

29-AUG-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

869062

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 driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	FIRESTONE	FIRESTONE	1900	

Purchase Date	Dealer's Name	Engine Size (CID/CC/L)	☐ 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 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) 07-JUL-2000 Mileage at Failure(s) 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)

PE00020 TIRE TREAD SEPARATION: WHILE DRIVING ABOUT 65/70 MPH, THE TREAD ON THE REAR PASSENGER'S SIDE TIRE CAME OFF. DRIVER WAS ABLE TO CONTROL VEHICLE, DRIVE TO PEP BOYS WHERE THE TIRE WAS REPLACED AT HIS EXPENSE. TIRE SIZE P20576R15, WITH 30,000 MILES. TIRES ON A 88, CHRYSLER, 5TH AVENUE. THE TREAD CAME OFF THE REAR TIRE ON THE DRIVER'S SIDE IN NOVEMBER OF 99.

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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RECEIVED
OFFICE
DEFECTS INVESTIGATION

FOR AGENCY USE ONLY

18

Date Received

29-AUG-2000

Od_or
rt_dt
od_rt
up_ltr

Reference No.

869062

OWNER INFORMATION (Type or Print)

632027

Work Number

Home Number

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 10/2/00

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

FIRESTONE

1900

Purchase Date

Dealer's Name

Engine Size
(CID/CCA)

☐ 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

☐ Manual☐ Yes☒ 3-Point Belt☐ Motorbelt☒ Yes☐ Front☒ Car☐ Sport Utl☐ 2-Door☐ Automatic☒ No☐ Driverside Airbag☐ 2-Point Bel☐ No☐ Rear☐ Minivan☐ Motorcycle☒ Stationwagon☐ Passengerside Airbag☐ 4-Wheel☐ Other☐ Pick Up☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component Part Name(s) Location Failed Part(s)
02740000 TIRES:TREAD 6-27-00 ☒ Left ☒ Right ☐ Original
☐ Front ☒ Rear ☒ Replacemen

No of Failures

2

Date(s) of Failure(s)

6-27-00

NOV-DEC'99

Mileage at Failure(s)

30K

25K

Vehicle Speed at Failure(s)

65 MPH

70 MPH

Failed Part(s)

☐ Yes ☒ No

NHTSA 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 Fatalitie

Estimated Property Damag

Reported to Polic

☐ Yes ☒ No☐ Yes ☒ No☐ Yes ☒ No

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

PE00020; TIRE TREAD SEPARATION: WHILE DRIVING ABOUT 65/70 TREAD ON THE REAR PASSENGER'S SIDE TIRE CAME OFF. DRIVER WAS ABLE TO CONTROL VEHICLE, DRIVE TO PEP BOYS WHERE THE TIRE WAS REPLACED AT HIS EXPENSE. TIRE SIZE P20575R15, WITH 30,000 MILES. TIRES ON A 88, CHRYSLER, 5TH AVENUE. TREAD CAME OFF THE REAR TIRE ON THE DRIVER'S SIDE IN NOVEMBER OF 1999. *AK

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PEPBOYS®

Pep Boys #582
1401 Cherokee Lane
Lodi, CA 95240
(209) 365-0175

REG #1 TRX #134293
CASHIER #4487 08/27/00 08:11

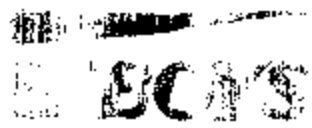
*** Order #1024736, Bambus, Chris ***
1 TIRE PACKAGE 0.00
2 FUTURA 855 P205/75 32.25 64.50 T
2 VALVE *RUBBER 2 X. 2.00 4.00 T
2 TIR: ROAD HAZARD W 5.00 10.00
2 TIR: WHEEL BALANCE 8.98 17.98
2 TIRE HANDLING FEE 1.00 2.00 T
2 CALIFORNIA TIRE TA .25 .50
*** ORDER END ***
13 Items Subtotal 98.98
Tax 5.46
Total 104.44
*** CHARGE *** 104.44-
Cash Change .00

CARD: VISA ACCT: *****1220
AUTHORIZATION #: 003824 AUTO
EXP. DATE: 04/30/01

TOTAL CHARGE AMOUNT: 104.44

CARD HOLDER ACKNOWLEDGES RECEIPT OF
GOODS AND/OR SERVICES IN THE AMOUNT OF
TOTAL SHOWN ABOVE AND AGREES TO PERFORM
THE OBLIGATIONS SET FORTH IN THE CARD
HOLDER'S AGREEMENT WITH THE ISSUER.

THANK YOU FOR SHOPPING AT
Pep Boys
RECEIPT REQUIRED FOR RETURNS



STORE
THE FINEST
1001
1001
1001
1001
1001

TELEPHONE TELETYPE FAX	CAR CODE MODEL YEAR DATE	LICENSE NO. VIN NO.	WARRANTY TIME IN TIRE WOULD BE FINISHED
STORAGE CHARGES: If your car remains in our premises longer than 3 days after notification that repairs are completed, storage charges will begin at the rate of \$10.00 per day.			

ESTIMATE ESTIMATE	PARTS \$ LABOR \$ TOTAL \$	DATE AND TIME COMPLETION DATE LABOR RATE
ADDITIONAL REPAIRS AUTHORIZATION	PERSONS CONTACTED TOTAL ADDL AMT. AUTHORIZED PHONE NUMBERS CALLED	DATE AND TIME BY
ADDITIONAL REPAIRS AUTHORIZATION		
ADDITIONAL REPAIRS AUTHORIZATION		

NOTE TO CUSTOMERS - ESTIMATE:

WE HAVE THE RIGHT TO A WRITTEN ESTIMATE WHICH IS SIGNED BY YOU AND THE
2 BEFORE REPAIR SERVICES ARE AUTHORIZED AND BEGINS. I AGREE TO
AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.
() IN PERSON () PHONE
WE NEVER A CHARGE FOR A WRITTEN ESTIMATE.
REPAIRS, PARTS AND SERVICE PRICES ARE QUOTED AND AGREED
TO PERFORMING SERVICE.

WE WILL NOT BE CHARGED A TIRE HANDLING FEE IF YOU CHOOSE TO
USE OF YOUR OWN TIRES.
IF YOU ELECT TO DISPOSE OF YOUR OWN TIRES, YOU ARE RESPONSIBLE
PROPERLY DISPOSING OF YOUR USED TIRES IN ACCORDANCE WITH
GUIDELINES AND ANY APPLICABLE LAWS.
CUST. SIGNATURE

QTY	PART	REVISIONS	DESCRIPTION	MS. PRICE	QTY	QTY	QTY	QTY
Initial Estimate								
5	1801	1	TIRE: WHEEL BALANCE PREMIUM LT	0.40	BEAUCHAMPT	2	1801	8.00
***** LABOUR *****								
* Alignment Declined *								
8	8130450	1	WHEEL 85x 205/75R13 SL W			1	8130450	1.00
(((Treadwear Guarantee 55000mi Orig Tread 19/32)))								
1	30418500PE3	1	WAVE RUBBER 2 X.453 VALVE			2	30418500PE3	1.00
1	4002	1	TIRE: ROAD HAZARD WARRANTY PSG			2	4002	5.00
1	6001	1	TIRE HANDLING FEE			2	6001	1.00
1	5635	1	CALIFORNIA TIRE TAX			2	5635	0.00

***** SERVICE INFORMATION *****
10: 1801 TIRE: WHEEL BALANCE PREMIUM LT ((
** PREMIUM LIFETIME BALANCE
Performed by: _____
Confirmed by: _____
YES
J. BELLUCCI
J. BELLUCCI

***** TIRE INFORMATION *****
Tire Serial Numbers: 60TU9J9H8200 60TU9J9H8200
Original Tire Position 1 2 3 4 5 6 7 8 9 10
New Tire Position 1 2 3 4 5 6 7 8 9 10
Tire Serial Numbers: 60TU9J9H8200 60TU9J9H8200