

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

252

Date Received

30-AUG-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

869149

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.) <small>(located between front fenders)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	BUICK	LESABRE	1996	

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 02740000	Part Name(s) TIRES: TREAD	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No. of Failures	Date(s) of Failure(s) 15-AUG-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)

PE00 020 SHE WAS TRAVELING ABOUT 60MPH ON THE HIGHWAY SHE SAID THAT THE VEHICLE STARTED TO VIBRATE AND IT WAS HARD TO CONTROL THE VEHICLE. THE RIGHT REAR TIRE TREND SEPARATED. THE FIRESTONE # P205/P0R16/70R15 THE CONSUMER NOTIFIED FIRESTONE.

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		FOR AGENCY USE ONLY 252	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) <div style="background-color: black; width: 400px; height: 40px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 400px; height: 40px; margin-bottom: 5px;"></div> 632339		DATE RECEIVED 30 AUG 2000 OFFICE INVESTIGATION	
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.		Reference No. 869149	
Signature of Owner <div style="background-color: black; width: 200px; height: 20px; display: inline-block;"></div>		Work Number <div style="background-color: black; width: 150px; height: 20px; display: inline-block;"></div>	
Date <u>10/30/2000</u>		Home <div style="background-color: black; width: 150px; height: 20px; display: inline-block;"></div>	
VEHICLE INFORMATION			
Vehicle Identification No. (VIN) 1G4HR53L9PH430905	Vehicle Make BUICK	Vehicle Model LESABRE	Vehicle Year 1996 1993
Purchase Date JAN 2000	Dealer's Name KEARNEY AUTO SALES	Engine Size (CID/CC/L) 3.8L	Current Odometer Reading 82822
☐ New ☒ Used	City <u>KEARNEY</u> State <u>NE</u> Zip Code <u>68847</u>	No Cylinders <u>6</u>	☐ 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
☒ Front ☐ Rear ☐ 4-Wheel	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Sport Utility Truck ☐ Van ☐ Motorcyclist ☐ Minivan ☐ Other	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck
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 *2	Date(s) of Failure(s) <u>15-AUG-2000</u> Mileage at Failure(s) <u>77,822 (NOT APPLICABLE TO TIRES)</u> Vehicle Speed at Failure(s) <u>58 to 60 MPH</u>	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 ☐ Yes ☒ No	Injury ☐ Yes ☒ No	Number of Persons Injured 1	Number of Fatalities 0
Estimated Property Damage 0		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
<p>PE00 020; CONSUMER WAS TRAVELING ABOUT 60MPH AND VEHICLE STARTED TO VIBRATE/ IT WAS HARD TO CONTROL VEHICLE. RIGHT REAR TIRE TREAD SEPARATED. FIRESTONE # P205/P0R15/70R15 CONSUMER NOTIFIED FIRESTONE. *AK</p> <p>NOTE: Ed Geier is joint owner of vehicle + was the driver at the time of the incident. He took the vehicle for estimates + tire replacement. Local Firestone dealers really gave us the run-around.</p>			
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 H Y M D R 3 B 5 3 5

MANUFACTURER/TIRE NAME
FIRESTONE

SIZE
70R15

* 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)

TRAVELING ON STRAIGHT HWY AT ABOUT 60 MPH - VEHICLE BEGAN TO VIBRATE
"FEROCIOUSLY"! PULLED OVER + FOUND THE TREAD HAD SEPARATED FROM THE
TIRE: SIDE OF CAR WAS SCRATCHED FROM THE TREAD WHIPPING AROUND
BEFORE SEPARATING COMPLETELY - PIECE OF CHROME TRIM WAS ALSO
RIPPED OFF: SCRATCHES FROM ^{PASSENGER} (PASSENGER SIDE) REAR FENDER TO
DOOR HANDLE ON FRONT PASSENGER DOOR. ESTIMATES (3) FOR
REPAIR ARE AT \$1350.00 (NOT INCLUDING THE TIRE)
TOOK THE TIRE TO 2 FIRESTONE DEALERS (MCCOOK, NE + NORTH PLATTE, NE)
THEY WOULD DO NOTHING - CALLED FIRESTONE - THEIR REPLY ATTACHED -
I AM NOT ABOUT TO SHIP THIS TIRE AT MY EXPENSE BACK TO THEM WITH NO
GUARANTEE OF REIMBURSEMENT OR/AND NO TIRE REPLACEMENT -

* NOTE: THIS CAR WHEN PURCHASED HAD 4 FIRESTONE STEEL BELTS - TOOK THE CAR IN
FOR TIRE BALANCE BUT COULD NOT STOP THE VIBRATION - MCCOOK FIRESTONE AT
AMPRIDE DIAGNOSED ONE TIRE AS "A PULLER" - REPLACED THAT TIRE WITH NO
HASSLE FOR \$100 - THAT WOULD TELL ONE THESE TIRES WERE RECENTLY PLACED
ON THE VEHICLE + HAD ONLY A FEW MILES ON THEM. - WE ALSO CHECKED
THE INFLATION OF THE TIRE (IT DID NOT GO FLAT) + INFLATION WAS CORRECT
TIME OF DAY: EVENING - TEMPERATURE @ 88° AIR PRESSURE OK
(85°)X

★ U.S. G.P.O.: 1982 - 623-887 / 80286

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

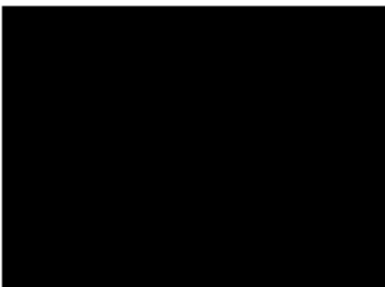
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

AM
NOV
3

2000
69001

BFTS 025830
1515 Elm Hill Pike Unit 405
Nashville, TN 37210-3615
Fax No. 615-361-6707

9/1/00



As a follow-up to your phone conversation regarding the situation you experienced with your tire, you will find listed below the items that are required to process your claim for consideration:

1. Complete and sign the attached Incident Report.
2. Two estimates for the repair of your vehicle. (from a repair facility you would use)
3. A copy of the replacement tire invoice and legible shipping receipt.
4. Also, the tire that caused the damage **must** be shipped to us **prepaid**.

Upon receipt of all of the above items, we will advise you in writing of our decision, usually within 30 days.

Instructions for Shipping Your Tire And The Requested Paperwork

Please ship the tire by small package carrier, freight **PREPAID** to the following:

BFTS
1515 Elm Hill Pike #405
Nashville, TN. 37210-3615

A pre-addressed shipping tag is enclosed for use in shipping.

Thank you for your cooperation. If you have any questions, please feel free to contact us at 1-800-356-4644

Yours Truly,
Claims Processing

(OVER)

HELP US HELP YOU
HELPFUL HINTS FOR PROCESSING YOUR CLAIM

INJURIES: We take injuries of any kind very seriously. Therefore if injuries are claimed at the beginning or at any point in the process, we will forward your claim and all that we have received at that point to our legal department, in Akron, OH, for your protection. Our regional offices and Nashville office will not have any additional information concerning your claim.

INCIDENT REPORT: A complete "incident report" will include information about the incident as completely as possible. Please include information on all parties on board. We can not process your claim without this information. If there are minors please list parents names also.

ESTIMATES: We do not usually send an investigator to inspect your vehicle, so we ask you to send us two (2) estimates from body shops you would use. We will send estimates to an auditing bureau, for review, and will most likely choose the lower of the two estimates.

SHIPPING THE TIRE: Please send all the paperwork you have at the same time as you ship the tire. Sending partial packages will only delay your request for repair to your vehicle. We have found that the best way is to send them together either as a packing slip (envelope) or as part of the package. If you box the tire please use the address label, we send, on the outside of the box and be sure to put the paperwork inside the box.

INSURANCE COMPANY: You have the right to submit this to your insurance company, or have us consider you claim. If the insurance company is used your compensation will be reduced to your deductible, the pro-rata tire adjustment, your shipping cost and miscellaneous costs incurred and receipts sent to us to consider.

NO TIRE NO CLAIM: If you do not have the tire that did the damage to your vehicle Bridgestone/Firestone will not respond to your request except on a one by one basis through our claims processing in Nashville at (615) 231-3512 Norma Davis.

*the very reason we are keeping this tire
We have no guarantee you will replace or reimburse*

To BFTS
(Firestone)

INCIDENT REPORT

025830

Time and Place	Date of Incident AUGUST 15, 2000	Time AM/PM 6:00pm	Exact Location Where Incident Occurred HWY 6+94 - 2 miles west of ARAPAHO, NEBRASKA	
Customer Vehicle	Vehicle Make BUICK	Year 1993	Model LESABRE	Mileage - VEHICLE 77,822 N/A TRES
	Telephone Number			
	Address			
	City			
	State			
	Zip Code			
Property Damage to Customer's Car	Damage to Customer Vehicle LOSS OF CHROME TRIM - SCRATCHES FROM REAR BUMPER TO FRONT DOOR HANDLE			Estimated Cost \$1350.00
	Have you submitted this to your insurance company? Yes ☐ No ☐ WE FEEL FIRESTONE IS RESPONSIBLE FOR THESE DAMAGES			
	Are you planning to submit this claim to insurance company? Yes ☐ No ☐ NOT AT THIS TIME			
	Has your vehicle been repaired? Yes ☐ No ☒ DEDUCTIBLE AMOUNT NOT APPLICABLE			
Property Damage to Other Car (if applicable)	Was another Vehicle Involved? Yes ☐ No ☒			Name and Address N/A
	Damage N/A			Estimated Cost N/A
	Does Owner of Vehicle Have Insurance? Yes ☐ No ☐ N/A		Covering Damages to Car? Yes ☐ No ☐ N/A	Covering Damages or Injury to Other Car? Yes ☐ No ☐ N/A
	Other Property Damage N/A			
Injured Person	Was Anyone Injured? Yes ☒ No ☐		Name and Address ED GEIBR - RR3 BOX 43 - CULBERTSON, NE 69024	
	Sex Male ☒ Female ☐	Age 13	Occupation RETIRED	Has Injured Person Retained an Attorney? Yes ☐ No ☒
Injury	Nature of Injury PULLED @ SHOULDER TRYING TO CONTROL VEHICLE			
	SHOULDER STILL VERY SORE & MOTION IS LIMITED			
	Any Disability Involved? UNSURE			
Witness	Name		Address	
Tire Data (if available)	Size-Type P205/40R15 M/S	Mileage on Tire UNKNOWN - BUT NOT MANY	DOT Number (10 digit # located on sidewall) DOT HYNB R3B 535	Position Mounted @ REAR
	Description of Incident * Mileage on tires: PURCHASED VEHICLE JAN 2000 - TIRES LOOKED NEW - TOOK VEHICLE IN FOR ROTATION + BALANCE - TIRES WOULD NOT BALANCE. FIRESTONE at AMPRIDE, MCCOOK, NE DIAGNOSED ONE TIRE AS A "PULLER". HE SAID STEEL BELT HAD SLIPPED. REPLACED TIRE IMMEDIATELY FOR \$7.48. THAT SHOULD ATTEST THAT THE TIRES HAD VERY FEW MILES ON THEM. . .			
Signature of Customer [Signature]			Date Signed 10/17/00	

08/15/2000

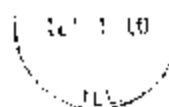
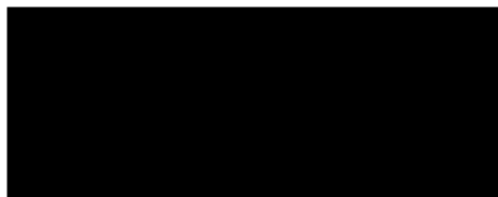
TRAVELING ON STRAIGHT PAVED ROAD ABOUT 60 MPH. VEHICLE BEGAN TO VIBRATE SEVERELY. HEARD BANGING, THUMPING TOWARDS REAR & SIDE (PASS) OF VEHICLE. PULLED OVER - FOUND TREAD HAD SEPARATED FROM TIRE. PASSENGER SIDE OF VEHICLE WAS SCRATCHED FROM REAR BUMPER TO DOOR HANDLE OF FRONT DOOR. PIECE OF CHROME TRIM HAD BEEN RIPPED OFF.

- TOOK THIS TIRE TO (2) TWO FIRESTONE DEALERS - THEY WOULD DO NOTHING!
- INFLATION OF TIRE WAS CHECKED AS TIRE DID NOT GO FLAT - AIR PRESSURE.
- TIME OF DAY - EVENING - OUTDOOR TEMPERATURE @ 88°F.

WE WILL NOT LET THIS TIRE OUT OF OUR POSSESSION WITHOUT SOME GUARANTEE OF REIMBURSEMENT: AND ARE OUTRAGED THAT WE SHOULD PAY FOR SENDING THE TIRE TO YOU & WHY CAN'T IT BE TURNED IN AT A LOCAL DEALER. THE TIRE HAS NOT BEEN REPLACED - YOUR LOCAL DEALERS WILL NOT REPLACE IT.

3
TER 1803s
BRIDGESTONE Firestone

BRIDGESTONE/FIRESTONE, INC.
2100 Internationale Parkway
Woodridge, IL 60517



025830

63024+3322



SHIPPING
LABLE
FOR
TIRE
RETURN

Ed Oler
Culberston, W.E
025830



BFTS
1515 Elm Hill Pike #405
Nashville, TN 37210



WEBB BODY SHOP

Over 23 years work on all makes & models

	Total
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5199
45.2
165.1
12.0
4.0
54.9
38.0
1349

