

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

31-AUG-2000

Oid_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

869239

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 at front of windshield or drivers side)</small>	Vehicle Make FIRESTONE	Vehicle Model WILDERNESS AT	Vehicle Year 1900	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult. Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02700000	Part Name(s) TIRES	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures 0	Date(s) of Failure(s) 07-AUG-2000 Mileage at Failure(s) <1000 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

PE00D20.; ORIGINAL EQUIPMENT ON A MERCURY MOUNTINEER, 1997 23575R15. FIRESTONE SAID ALL 4 TIRES HAVE CRACKS WERE TREADLINE MEETS SIDEWALLS, CONSUMER WAS VERY CONCERNED THAT THE TREAD MAY SEPARATE. *AK

CONTINUED ON BACK PLEASE

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.

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 335 Date Received 31-AUG-2000 OFFICE DEFECTS INVESTIGATION</p>	
<p>OWNER INFORMATION (Type or Print)</p>				<p>Reference No. 869239</p>	
<p>632843</p>				<p>Home Number Work Number</p>	
<p>Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO in the absence of an authorized NHTSA representative and address to the vehicle manufacturer.</p>					
<p>Signature of Owner</p>				<p>Date 9/15/00</p>	
<p>VEHICLE INFORMATION</p>					
<p>Vehicle Identification Number (VIN) (located at base of windshield on driver's side)</p>		<p>Vehicle Make</p>	<p>Vehicle Model</p>	<p>Vehicle Year</p>	<p>Current Odometer Reading</p>
<p>4M2DU52P8VU351594</p>		<p>FIRESTONE</p>	<p>WILDERNESS AT</p>	<p>1997</p>	<p>41,563</p>
<p>Purchase Date May 22, 1999</p>		<p>Dealer's Name Crystal Chevrolet</p>		<p>Engine Size (CID/CC/L) 5.0L</p>	<p>Turbo Diesel Gas Fuel Injectio</p>
<p><input type="checkbox"/> New <input checked="" type="checkbox"/> Used</p>		<p>City Inverness State Fla Zip Code 34453</p>		<p>No Cylinders 8</p>	<p><input type="checkbox"/> Turbo Diesel Gas Fuel Injectio</p>
<p>Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic</p>	<p>Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag</p>		<p>Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Drive Train <input type="checkbox"/> Front Rear <input checked="" type="checkbox"/> 4-Wheel</p>
<p>Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other</p>	<p>Body Style <input checked="" type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck</p>				
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Component 02700000</p>	<p>Part Name(s) TIRES</p>		<p>Location <input type="checkbox"/> Left Front <input type="checkbox"/> Right Rear</p>		<p>Failed Part(s) <input checked="" type="checkbox"/> Original Replacemen</p>
<p>No of Failures 0</p>	<p>Date(s) of Failure(s) 07-AUG-2000</p>		<p>Mileage at Failure(s) 41000</p>	<p>Vehicle Speed at Failure(s) 0</p>	<p>Failed Part(s) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
					<p>NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Fatalities 0</p>	<p>Estimated Property Damage</p>	<p>Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</p>					
<p>PE00D20.; ORIGINAL EQUIPMENT ON A MERCURY MOUNTINEER, 1997 23575R15. FIRESTONE SAID ALL 4 TIRES HAVE CRACKS WERE TREADLINE MEETS SIDEWALLS, CONSUMER WAS VERY CONCERNED THAT THE TREAD MAY SEPARATE. *AK 9-15-00 In all photos and information received from the T.V. radio news as well as from several firestone stores, this separation on the tires under recall are from where the tread meets the sidewall. The tread is peeling off the tire causing a blowout. On 1997 Mercury Mountaineer</p>					
<p>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.</p>					

P.S. My wife + children don't feel safe with these tires. I don't believe Ford is responsible for this - this is upto firestone to make it right! We love our vehicle - we just want to feel safe driving in it!

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	N	H	L	I	P	V	1	0	7	MANUFACTURER/TIRE NAME	Firestone Wilderness AT	SIZE	R35R7515'
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* 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)

with all 4 tires have one crack between the sidewall and the tread. - say again - it is one solid crack in each tire; it is not alignment wear - it is a crack in the rubber. It is not ozone cracking. Two firestone stores have also said they are defective... while I believe these tires should be under the recall. Several of firestone tires are with the same problem were being - why haven't these been recalled yet? We had many tires and never have seen a sidewall crack happen in this section of a tire. The tires at this time are not separated. Both front tires have 7,000's of an inch tread left, (new tires come w/ 11,000's of an inch. Right rear has 6,000's of an inch left and left rear has 7,000's of an inch left. As expensive of a vehicle that we own, I feel these tires should be under this recall. I have been to another firestone store locally that has prorated - the VN# tire with the same crack and they have come apart for other customers. I would not hesitate to join a class action lawsuit against firestone not Ford!

I look forward to hearing from you regarding your complaint.

Thank you!

US Department of Transportation
National Highway Traffic Safety Administration

400 Seventh St., S.W.
Washington, D.C. 20590

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Penalty for Private Use \$300



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