

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 150

Date Received

05-SEP-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

869562

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 windshield on drivers side)	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) _____	☐ 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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02700000	Part Name(s) TIRES	Location ☐ Left ☐ Right ☐ Front ☐ 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)

PE00-020; TIRE SIZE P23575R15 20,000 MILES, ORIGINAL EQUIPMENT WITH FORD EXPLORER 1996. CONSUMER NOTICED BOTH REAR TIRES BEGAN PEELING FROM THE SEAM. CONSUMER REPLACED TIRES IMMEDIATELY WITH THE SAME MODEL TIRES. ABOUT 15000-20000 MILES LATER, REAR DRIVER SIDE TIRE BLEWUP WHILE DRIVING AT APPROXIMATELY 65-68 MPH. CONSUMER WAS ABLE TO MAINTAIN CONTROL AND PULL OVER. PLEASE PROVIDE FURTHER INFORMATION. AK

CONTINUED ON BACK (REVERSE)

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		DEFERRED USE ONLY	
 Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		Date Received SEP 22 AM 11:06 05-SEP-2000 OFFICE DEFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print) 634483		Od. or rt. dt. _____ od. rt. _____ up. fr. _____ Reference No. 869562 Work Number N/A - Disable Home Num. _____	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of a signature, NHTSA will provide your name and address to the vehicle manufacturer. Signature of Owner _____ Date 9/16/00			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1FMDU32X9TUB50389		Vehicle Make FORD EXPLORER FIRESTONE Vehicle Mode WILDERNESS AT Vehicle Year 1996 1999-AL Current Odometer Reading 85367	
Purchase Date 10-10-98 ☐ New ☒ Used		Dealer's Name FIREMONT FORD NEWARK CA 94560 City FIREMONT State CA Zip Code _____ Engine Siz. V4.0 ☐ Turbo (CID/CC/L) 2.4 ☐ Diesel No. Cylinders 6 ☐ Gas ☐ Fuel Injectio	
Transmission Type ☐ Manua ☒ Automatic Antilock Brakes ☐ Yes ☒ No		Restraint System ☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Bel ☒ Passengerside Airbag Cruise Control ☒ Yes ☒ No Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	
Vehicle Type ☐ Car ☒ Sport Util ☐ Van ☐ Truck ☐ Motorcycle ☐ Minivan ☐ Other		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02700000 Part Name(s) TIRES		Location ☒ Left ☐ Right ☐ Front ☒ Rear Failed Part(s) Unknown ☐ Original ☐ Replacemen	
No. of Failures 3 Times Date(s) of Failure(s) 8-20-99 & 3-18-00 Mileage at Failure(s) 69120 & 80684 Vehicle Speed at Failure(s) APPR. 67 MPH 1:00 PM		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 Fire ☐ Yes ☒ No		Number of Persons Injured EMOTIONAL DISTRESS - 6 Number of Fatalities 0 Estimated Property Damage Total unneeded cost of above tires = \$1009 Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
PE00-020; TIRE SIZE P23576R15 20,000 MILES, ORIGINAL EQUIPMENT WITH FORD EXPLORER 1996. CONSUMER NOTICED BOTH REAR TIRES BEGAN PEELING FROM THE SEAM. CONSUMER REPLACED TIRES IMMEDIATELY WITH THE SAME MODEL TIRES. ABOUT 15000-20000 MILES LATER, REAR DRIVER SIDE TIRE BLEWUP WHILE DRIVING AT APPROXIMATELY 65-68 MPH. CONSUMER WAS ABLE TO MAINTAIN CONTROL AND PULL OVER. PLEASE PROVIDE FURTHER INFORMATION. *AK TIRE SIZE P22570R15! I'm a SERIOUS Injured Employee, US ARMY Veteran, my 41, four young children ages 8, 10, 13 & 14 yrs old & my wife were in Explorer at time of accident. We all have suffered on extreme emotional distress by this accident of tire blown out.			
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.*

DOT W2UU

IP0079

MANUFACTURER/TIRE NAME

FIRESTONE

SIZE

P22570R15

* 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 total replacement cost to replace these defective P22570R15 FIRESTONE Tires = \$1,009. which had tires been high-quality type of tires, I and my family would have not expended that much money for. I am T.T.D. (Disable from serious work injuries I suffered on Job - on 7-1-92), I & my young family are limited on a monthly fixed income - of which makes it worst for us (me) to expend money needed by my family on defective tires & forced by my concern for safety of my family and by the defective blown out tire by thread separation. I have been Gross Negligence for Bridgestone / Firestone & Ford Motor Co. for not given me a fast & quick replacement positive answered when I phoned them after knowing what they knew & after exposing my life & my family lives to the most drastic of losing our lives due to their negligence I & my wife expect that Ford & Firestone Cos. replace or reimburse our unneeded costs & expenses we were forced to expend. Copies enclosed. Thank you [redacted] & family.

☆ U.S.G.P.O. 1982-625-827 / 80086

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

PROCHASKA TIRE INC.

1322 N CARPENTER RD
MODESTO, CA 95351
(209)529-1047, 8AR REG# AL186475, EPA I.D. CAL: 000143704
FEDERAL TAX ID# 770414687



ESTIMATE
519245

AGE: 01

08/29/00
02:09 PM
TERR: 5274
NONSIG: 905274

ESTIMATE/WORK ORDER-DO NOT PAY

ALL TO:

HONE 1.....
HONE 2.....
DATE REQUESTED 08/29/00
TIME REQUESTED : AM/PM
RETURN PARTS.. NO
ALESMAN..... 002 / 002
PRIOR INVOICE: 015342

VEH YEAR/MAKE. 96 FORD TRUCK
VEHICLE MODEL. EXPLORER
VEHICLE COLOR. GREEN
LICENSE/STATE. 3PR2235 / CA
ODOMETR IN/OUT 088476 /
VEHICLE INFO..

ACCOUNT # C08 TO CUST#
27400001 2 01 02392

INSTRUCTIONS....

LN	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
02		758-064-450-0	R	2	P225/75R15 102S 52 WRL RF-A R W/SRPTL	119.00	.00	238.00
02		040-204	R	2	TIRE DISPOSAL CHARGE	1.75	.90	3.50
02		041-263	R	2	NEW VALVE STEM	3.50	.00	7.00
02		044-263	R	2	WHEEL BALANCE - COMPUTER SPIN	1.75	6.75	17.00
02		758-064-459-0	R	2	P225/75R15 102S 52 WRL RF-A F W/SRPTL	119.00	.00	238.00
02		041-263	R	2	NEW VALVE STEM	3.50	.00	7.00
02		044-263	R	2	WHEEL BALANCE - COMPUTER SPIN	1.75	6.75	17.00
02		092-206	R	4	ROAD HAZARD	10.00	.00	40.00
AMERICAN ROAD HAZARD INCLUDES PRO-RATED TIRE REPLACEMENT FOR THE LIFE OF THE ORIGINAL TREAD, FREE FLAT REPAIRS AND 24 HOUR ROADSIDE ASSISTANCE. THE PROGRAM ADMINISTRATOR CAN BE REACHED AT 1-800-445-2146.								

SALES TAX 37.91
ESTIMATE TOTAL \$605.41
CUSTOMER AUTHORIZATION TO PROCEED WITH REPAIRS
REGISTRATION, QTY / LB QTY / LB QTY / LB QTY / LB
ALL SPEC R/L. BALL SPEC R/L. BALL SPEC L/U. BALL SPEC L/L.
REL ACTL R/L. BALL ACTL R/L. BALL ACTL L/U. BALL ACTL L/L.
AUTHORIZED BY. AUTH REC'D BY. HANNER REC'D...
CITY PHONE. AUTH DATE. AUTH TIME. AM/PM
REVISED TOTAL. ADD'L AMOUNT. REPAIRS DESC..
TREAD L/R. /32 TREAD R/R. /32 TREAD L/R. /32 TREAD R/R. /32

FIRESTONE TIRE & SERVICE CENTERS

CUSTOMER INVOICE
No. 6-096143-4

FIRESTONE TIRE AND SERVICE CENTER

Page 1 of 1
09-30-00

24019 MISSION BLVD
HAYWARD CA 94544
(510) 582-2292

582-2292

CUSTOMER:

VEHICLE:
CORRECTION/NON SALE

Store #012580-3668 TR:0734 01 01 1 BAR # AE030246 EPA # CAD981999469

SALES RECEIPT

Description	Tech Part No.	Part Number	Qty	Unit Price	Parts Total	Labor Total
REPLACE LOST HUBCAP	00	18872	1	0.00	0.00	

Sales Associate: W F MCNEES

SUMMARY
Parts 0.00
Labor 0.00
Sub Total 0.00
CA Tax 8.250% 0.00
TOTAL 0.00

Total Tendered 0.00

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.

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
Contacted

THANK YOU FOR SHOPPING

FIRESTONE TIRE AND SERVICE CENTER
HAVE A NICE DAY

Wildermoss AT

8225/70R15

235/75R15

Called given ph #s
With negative answers
my tires were NOT in
Recall!

3230-36 DALE RD Mdso.

209-522-9311

1-800 465-1904 9:26
8-28-00

1-800-367-3872
no answer

1-800 356-4644
9:12-8:38-28-00
delay 6:30 seconds

hugo GAMBORA Employee

See reverse side for Warranty Information

FIRESTONE TIRE & SERVICE CENTERS

CUSTOMER INVOICE
No. 6-095910-2

FIRESTONE TIRE AND SERVICE CENTER
24019 MISSION BLVD
HAYWARD CA 94544
(510) 552-2292

Page 1 of 1
105-15-00

CUSTOMER:

VEHICLE:

96 FORD EXPLORER
4.0 LITRE F/I V6; VIN: X,
Mileage: 80684 License: 3PR2375 CA
VIN # 1FMDU32X9TUBS0389

Store #012580-3868 TR:0251 09 09 1

BAR # AE030246 EPA # CAD981999469

SALES RECEIPT							
Description	Each	Part	Qty	Unit	Parts	Labor	
	No.	Number		Price	Total	Total	
WILD RT TUBLPS 22570R15	00	038052	A	01	68.99		
WHEEL BALANCE WEIGHT	27	13708	A	01	9.99		
WHEEL BALANCE LABOR	27	13716	CSF	01	9.00		6.00
RUBBER VALVE STEM	27	15640	A	01	3.00		
TIRE DISPOSAL FEE	27	75078	A	01	2.00		
DISPOSAL FEE/CA RECYCLE FEE	27	46654	CSF	01	0.25		0.25
ROAD HAZARD WARRANTY	27	40215	CSF	01	6.99		
TIRE ROTATION	27	14032	CSF	04	0.00		0.00
TFSA OIL FILTER	27	55004	A	01	5.99		
OIL (QUART)	27	12513	A	04	10.00		
OIL CHANGE LABOR	27	29110	CSF	01	4.00		4.00
OIL FILTER DISPOSAL FEE	27	75051	A	01	2.00		
Tech: 27 RT SEE							

Sales Associate: A AGUILAR

CASH 121.60

Total Tendered 121.60

SUMMARY
Parts 102.86
Labor 10.25
Sub Total 113.11
CA Tax 8.250% 8.49
TOTAL 121.60

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 [REDACTED]

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

X [Signature] Customer Signature
The attached estimate is part of this invoice.

[Signature] Signature or initials
Estimate Revised 02-18-00 T 3:40 PM
Contacted 10823 10:55085

THANK YOU FOR SHOPPING

FIRESTONE TIRE AND SERVICE CENTER
HAVE A NICE DAY

See reverse side for Warranty Information

SALES PERSON
NO. 06

6 095910 2

CUSTOMER COPY

3668-012580

**FIRESTONE STORES
24019 MISSION BLVD
HAYWARD, CA 94544**

(510) 582-2292
BAR #AE030246
EPA #CAD981999469

THIS DOCUMENT IS VALID FOR 60 DAYS

PHONE

CASH	CHECK	AUTO PASS	AMEX	OTHER
------	-------	-----------	------	-------

ACCOUNT NO.

P.O. NO.

EXP. DATE AMT. A/PAY

APPE NO	OP. NO
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10	10
11	11
12	12
13	13
14	14
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16	16
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89	89
90	90
91	91
92	92
93	93
94	94
95	95
96	96
97	97
98	98
99	99
100	100

Mounting Instability

Front PSI _____ Rear PSI _____

Torque _____ ft/lbs.

HUB CAP LOCKING DEVICE ☐ YES ☐ NO

KEY LOCATED



☐ Do. ☐ Do not. Request Title Return Of Replacement
Porta. _____ Customer Initials _____

Items / Descriptions

科学出版社

Part#	Qty	Unit Price	Partic # No.
-------	-----	------------	--------------

Labor
City Unit Prices

Tech	Initial Total
1	1
2	1
3	1
4	1
5	1
6	1
7	1
8	1
9	1
10	1
11	1
12	1
13	1
14	1
15	1
16	1
17	1
18	1
19	1
20	1
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98	1
99	1
100	1

**Further
Total**

REQUESTED SERVICES

Requested Services Sub Total A

ONE, I UNDERSTAND IF ADDITIONAL WORK IS REQUIRED, YOU WILL OBTAIN MY VERBAL OR WRITTEN AUTHORIZATION BEFORE ANY ADDITIONAL WORK IS BEGUN, UNLESS OTHERWISE SPECIFIED ON THIS DOCUMENT.

X

ALL PARTS ARE NEW UNLESS NOTED OTHERWISE

Tax	700
-----	-----

7.8

STONE TIRE & SERVICE CENTERS

CUSTOMER COPY

STONE TIRE & SERVICE

NATIONAL ACCOUNTING

9/20/99

012

6 091934 2

6668-012580

CITY

ST

ZIP

FLEET NO.

WFT NO.

Double Air Pro (SPT)

[Redacted]

96 FORD EXPLORER XT GREEN
3P R2375 40 1850170
11EMDV32X9T01850389

FIRESTONE STORES
24019 MISSION BLVD
HAYWARD, CA 94544
510 562-2292
BAR #AEG30246
EPA #CAD981999469

ADJUST SYMPTOMS:

CUSTOMER WAITING
YES ☒ NO ☐

Front PSI

Rear PSI

Torque (ft/lbs.)

HUB CAP LOCKING DEVICE

KEY LOCATED

Items / Descriptions

CLE INSPECTION ☐ COURTIER CHECK ☒ NO CHARGE

MFG #

Parts

Labor

Tech

Initial

Total

225/70R15 WILLENES
VALVE STEEL

301N HAZARD
DISPOSAL

201N HAZARD
DISPOSAL

150782

03805917 6899
180402 300
187092 300
402152 689
750782 7546652

0027 04
27 13798
24 1600
69527 1990
25 1378
27 12909
27 12909

30965 3152

RECEIVED
RECEIVED
RECEIVED
RECEIVED

8-28-00 Representative
called 1-800-465-1904 9:10am Hugo GAMBOA
~~Faking against me~~

8-28-00 11:44am FIRESTONE 1-800-356-4644
on hold
until 12:30 = 44 minutes

8-28-00 1-800-356-4644 9:12 ^{on hold} 8:15 minutes to 9:29^{1/2}

NOTE: Every Time I called the Natl center ph #s I was Told
That my Tires Type Size P22570R15 weren't in Recall
order!

Replaced Fed-TAX I.D.# 770414687

4 Tires PROCHASKA TIRE Inc.

sitting on my GARAGE GOOD MEAN 209-529-1047

1328 N. CARPENTER Rd, Modest, CA 95351

Replaced with ②

4 Tires P225/75R15 1025 SZ WRL REAR F
Copy of purchase enclosed ② P225/75R15 1025 SZ WRL REAR R

Total cost \$605.41

W15RPTL

With HAZARD Road, \$10 x 4 = \$40.00

NO replacement WANDA cost ^{mev} SERVICE REP.
whatsoever!

on my type BRIGGS & STRATTON Firestone Inc.

4 Tires 1 BRIGGS & STRATTON PARK

size. Nashville Tennessee 37214

WANDA suggested to buy & pay of my own money

FOR ^{the} new set of tires if I feel uncomfortable,
which I did on 8-29-00