

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

294

Date Received

08-SEP-2000

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

Reference No.

869768

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 bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	FIRESTONE	FIRESTONE	1900	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<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	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inflator Bell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Util <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

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

Component 02700000	Part Name(s) TIRES	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available?	NHTSA Previously Contacted?
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> 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 Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

AFFINITY TIRE P215/60R15 SIZE. THE MIDDLE TREAD ON ONE OF THE TIRES HAS WORN 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.

Oct 2, 00

I wish to submit the following information.

I purchased a 1999 Chevy Malibu from Walter Chevrolet in Camden, N.J. on Sep 1, 1999 the mileage was 15,063. Later I noticed that the inside tread on one of the tires was worn. The tire was a Firestone Offroad P 215/60 R15.

I took the car back for service the mileage was 18,066. The service manager Mr. John Hardy told me it was a used car so they were not responsible for it. He suggested lowering the air pressure and rotating the tires (see enclosed statement for services). This I did.

Later I decided to go to a Firestone store to see if they would pro-rate the tire. The store manager Mr. C. Shaw told me it was a General Motors problem that I should go to a Chevrolet dealer. I took the car to Breeze Chevrolet because I was in Syracuse, the General Motors dealer. (Breeze Chevrolet) told me they

Childs do anything about it, advised me  
to take it back where I purchased the car.  
I returned to the Firestone store  
and bought the new tire. The manager  
said that to M would reimburse me.  
I also bought the new tire because I thought  
it was unsafe to drive to my home  
(Bill of sale included)

I went back to where I purchased the  
car. Walters Chevrolet in Pomona, N.Y.  
They refused to reimburse me, also the  
Hudox service manager told me I would probably  
have to replace the rest of the tires because that  
is the way they wear. These tires should  
have 64,000 mi. wear.

I also had to replace the brakes at  
27,000 mi, I do believe these are safety  
hazards.

This tire can be seen at my residence  
my home tel # is 315-336-5452





# Walters

CHEVROLET SALES, INC.

Since 1945

CHEVROLET - OLDSMOBILE - GEO



USED CARS



HARDEN BLVD. • CAMDEN, NEW YORK • 315-245-1160

CUSTOMER NUMBER 4963	ADVISOR PENNY M WOOD	136	TRG NUMBER	INVOICE DATE 11/10/88	INVOICE NO. CVCS20171
	LABOR RATE	LICENSE NUMBER FM0751	MESSAGE 18086	COLOR SILVER	STOCK NUMBER 88-247A
	YEAR MAKE MODEL 88 CHEVROLET MALIBU 4 DOOR 1.8L 5 SPEED			DELIVERY DATE 11/07/88	DELIVERY MILES 15063
	VEHICLE ID NUMBER 1G1NE52R5K8121384			SELLING DEALER NO. 100	PRODUCTION DATE 11/27/88
	F.T.E. NO.		P.O. NUMBER	ESC DATE 11/08/88	
TESS PHONE	COMMENTS E4V8				

LABOR & PARTS  
# 1 00CVZ21 21.00 SPECIAL HOURS TECH(S): 134 6.48  
OIL & FILTER CHANGE  
MAINTENANCE REQUEST  
REPLACE OIL FTER. ENGINE OIL. INSPECT AND ADJUST FLUID LEVEL  
16-PT SAFETY CHECK

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
NR # 1	1	ONS2	FILTER 1.836	12.95	12.95
NR # 1	1	2571377	GREASE	****	****
NR # 1	1	UBE	MOTOR OIL	****	****
NR # 1	5	PZ			
JOB # 1 TOTAL PARTS				12.95	
JOB # 1 TOTAL LABOR & PARTS				19.44	

# 2 10CV2 TIRE + WHEEL HOURS TECH(S): 134  
CHECK ALL THE TIRES. CUSTOMER STATES THE MIDDLE TREAD ON ALL OF THEM IS EXCESSIVELY WORN.  
CHECKED ALL FOUR TIRES. FOUND THE LEFT REAR MORE WORN IN THE MIDDLE THAN THE OTHER THREE. ADJUSTED THE TIRE PRESSURE IN ALL TIRES. FOUND THE PRESSURE SLIGHTLY HIGH. WILL INSPECT TIRES ON NEXT OIL CHANGE. TIRE ROTATION.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

TECHNICIAN CERTIFICATION  
134 THEODORE E MICHALSKI 8887

TOTALS

THANK YOU FOR YOUR BUSINESS

TOTAL LABOR	6.48
TOTAL PARTS	12.95
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	1.56
TOTAL INVOICE	21.00

N.Y.S. REPAIR SHOP  
NUMBER 4380013

### DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

#### Limited Express Warranty

Labor and parts are warranted for 90 days or 4,600 miles whichever occurs first. Installed parts are warranted for 12 months or 12,000 miles whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

We appreciate the opportunity to serve you. If you are happy with our service, please tell your friends. If you are not happy, please let us know.

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. 86-43-52

Thank You!

CUSTOMER SIGNATURE

CUSTOMER COPY

[ END OF INVOICE ]

Customer Invoice  
004412  
08/11/2000

664 OLD LIVERPOOL RD  
LIVERPOOL, NY. 13088

315.457.4607

1999 CHEVROLET MALIBU [SILVER]

Lic #: 1 NY

Vin #:

In: 08/11/00 11:25AM

Mileage: 26,656

Out: 08/11/00 12:26PM

Store # 019087

RETAIL SALE

REG# 4340456

Description	Article Number	T#	Qty	Unit Price	Extended Price	Job Total
COURTESY CHECK						0.00
COURTESY CHECK	7046930	09	1	N/C	N/C	
<b>FIRESTONE TIRE PACKAGE</b>						<b>95.48</b>
AFF TRG T2 TUBLPS 21560R15	043478	09	1	80.99	80.99	
WHEEL BALANCE WEIGHT	7018708	09	1	2.99	2.99	
WHEEL BALANCE LABOR	7018716	09	1	6.00	6.00	
RUBBER VALVE STEM	7015040	09	1	3.00	3.00	
DISPOSAL FEE	7075078	09	1	2.50	2.50	
TIRE INSTALLATION	7015016	09	1	N/C	N/C	

Technician: 09 JR SKILINSKI

Payment History:

MasterCard 0837	102.16	011802
Total Tendered	102.16	

Summary:

Parts	89.48
Labor	6.00
Shop Supplies	0.00
Sub-Total	95.48
Tax	6.68
Total	\$102.16

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.

Customer Signature

All parts are new unless otherwise specified.