

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

119

Date Received

11-SEP-2000

Od_or

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od_rt

up_ltr

Reference No.

870122

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
2FAFT73W6WX187288	FIRESTONE	AFFINITY	1900	

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
No. of Failures	Dates 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)

PE-00-020; ORIGINAL EQUIPMENT ON A 1998 FORD, CROWN VICTORIA, TIRE SIZE P22560SR16, DOT NUMBER NOT AVAILABLE, TIRES ONLY HAVE 38 HUNDRED MILES ON THEM. WHEN DRIVING 45-55 MPH ENTIRE VEHICLE VIBRATED, CAUSING POOR VEHICLE CONTROL, PROBLEM WAS NOTED MORE WHEN DRIVING IN COLD WEATHER CONDITIONS. FRONT END HAS BEEN ALIGNED AND THE TIRES HAVE BEEN ROTATED, PROBLEM STILL OCCURS. PLEASE PROVIDE ANY FURTHER DETAILS.*AK

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.

 U.S. Department of Transportation National 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 119 Date Received RECEIVED 11-SEP-2000 00 OCT -3 PM 1:51 OFFICE DEFECTS INVESTIGATION Work Num [REDACTED] Home Num [REDACTED]	
OWNER INFORMATION (Type or Print) [REDACTED]				Reference No. 870122	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of your name and address to the vehicle manufacturer. Signature of Owner [REDACTED] Date 9/19/2000					
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of engine block) 2FAFP73W6WX187288		Vehicle Make FORD		Vehicle Model CROWN VICTORIA	
Vehicle Year 1998		Current Odometer Reading 3,800			
Purchase Date 9/26/1998		Dealer's Name LAKE SHORE FORD LINCOLN-MERCURY		Engine Size 4.6 ☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injector	
☒ New ☐ Used		City FREDONIA State NY Zip Code 14063		No Cylinders 8	
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		Drive Train ☒ Front ☒ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Sport Ult. Truck ☐ Minivan ☐ Motorcycle ☐ Other	
Body Style ☒ 2-Door ☐ 4-Door ☐ Station wagon ☐ Pick Up Truck					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component FIRESTONE AFFINITY TIRES		Part Name(s) SET OF (4) P225/60R16 975		Location ☒ Left Front ☒ Right Front ☒ Left Rear ☒ Right Rear	
No. of Failures THIS CONCERNS 4 TIRES		Date(s) of Failure(s) COULD FAIL AT ANY TIME		Failed Part(s) ☐ Yes ☐ No	
Mileage at Failure(s) ANY TIME		Vehicle Speed at Failure(s) ANY TIME		NHTSA Previously ☐ Yes ☒ No	
APPLICATION INCIDENT INFORMATION					
(Please describe in detail the incident(s), failure(s), complaint(s), and injury(ies) on the back of this form.)					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured 0	
Number of Fatalities 0		Estimated Property Damage 0		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
PE-00-020 YOUR PEOPLE MADE EXTENSIVE ERRORS ON THIS FORM, WHICH I HAVE HAD TO CORRECT. FULL DESCRIPTION IS IN ATTACHED SHEET.					
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.					

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

POSTAGE WILL BE PAID BY MAIL HWY TRAFFIC SAFETY ADMIN.

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Fold to show Return Address (no stamp needed) Paste with tape or staple and mail												
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)												
THE IDENTIFICATION NO. *												
0	0	1	W	2	X	0	1	P	6	2	5	8
MANUFACTURER/TIRE NAME												
FIRESTONE AFFINITY												
SIZE												
P225/60R16 97S												
* 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)												

P225/60R16 97S

On September 26, 1998, I purchased a new 1998 Ford Crown Victoria from Lakeshore Ford-Lincoln-Mercury, Fredonia, NY 14063. From the time I first took delivery of the vehicle, I noticed vibration in it, which seemed to get worse in colder weather. For quite some time, I blamed the problem on roads and highways that were in poor repair. It is, perhaps, natural not to assume that the source of such a problem would be in a brand new car or its components.

On May 9, 2000, I had a front-end alignment done, tire rotation, balancing and verification that the proper inflation pressure of 32# in all 4 tires existed. I had these procedures done because I had driven the vehicle on roads I knew to be smooth, having driven on them with my other vehicle, yet the vibration in the 1998 Crown Victoria persisted. I thought perhaps the front-end had come out of alignment.

AFTER the procedures were done on May 9, the problem STILL persisted. It became evident that there was some sort of manufacturing defect in the FIRESTONE AFFINITY tires that were original equipment on the car. There is no outward, visually identifiable defect, therefore the problem must be internal, in the composition of the tires.

In June, 2000, I contacted Ford Motor Company about this problem. They would assume no responsibility and said that the tires had their own warranty through Firestone. I did not contact Firestone at that time, because their warranty booklet had stated that the most they would do would be to replace the tires with more of the same model. I had no reason to assume that I would not encounter the very same problem with more tires of the same model. I did not want any more Firestone brand tires, period. I did nothing more at that time, deciding to wait for a while. For what, I did not really know. I did not know what to do.

Several weeks after this, the story about the defective Firestone SUV tires and the recalls made the news. I had not known previously that there were so many problems with other Firestone tires. After learning about it, I contacted both Ford and Firestone several times. I received no satisfaction from either company. Because the particular model of Firestone tires on my car were not part of the recall, both companies refused to take any responsibility in this case. I feel that I should be allowed to purchase a different brand of tires and be reimbursed for them by either Ford or Firestone. For them not to do so, I feel, is a case of discrimination. Just like the SUV tires, these AFFINITY passenger car tires could fail at any time. In their own warranty book, Firestone clearly states, "Many tire failures are preceded by vibration."

On September 5, 2000, the temperature in the morning here was 40 degrees. When I drove the car, the tires vibrated so badly that I thought they would all come apart right then and there. They did not, but as the temperature gets lower, the vibration gets worse. Also, as the speed of the vehicle increases, the vibration gets worse.

My family has owned many different brands of tires on vehicles over the years, including other Firestone models. We have often had similar low mileage on them after 2 years of ownership. Yet we have never experienced vibration in any tires until these Firestone AFFINITY models.

At present, I feel that all Firestone tires are at least suspect and should be closely investigated for the safety of people who own them.

9/19/2000