

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

rt_dt

od_rt

up_ltr

Reference No.

870169

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
	FIRESTONE	WILDERNESS AT	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 ☐ Sport Utl ☐ Truck ☐ Motorcycle	Body Style ☐ 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	Dates of Failure(s) _____ 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)

PE-00-020; PURCHASED A FORD, EXPLORER TIRE SIZE P23575R15, DOT NUMBER ON THREE TIRES WAS W2HL1PY367, FOURTH TIRE DOT NUMBER W2HL1PY456, TIRES HAVE 20 THOUSAND MILES ON THEM. CONSUMER NOTICE ALL FOUR TIRES HAVE DEVELOPED HAIRLINE CRACKS AT THE TREAD BASE. 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.

 DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4238 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 119 Date Received 00 SEP 28 PM 1:4 11-SEP-2000 OFFICE DEFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print) [Redacted] STRAND 637030 [Redacted] EAST WENTON				Od or _____ dt _____ od rt _____ up lv _____ Reference No. 870169	
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 <u>Send Copy To Firestone Tires</u> Date <u>11/01/2000</u>				Work Number [Redacted] Home Number [Redacted]	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)		Vehicle Make Ford PIRESTONE		Vehicle Model Explorer WILDERNESS AT	
Vehicle Year 1992 1992		Current Odometer/Reading 26000			
Purchase Date [Redacted] ☐ New ☒ Used		Dealer's Name [Redacted] City [Redacted] State [Redacted] Zip Code [Redacted]		Engine Size (CID/CC/L) [Redacted] No Cylinders [Redacted] ☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
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 ☒ Sport Utility Truck ☐ Motorcycle	
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☒ Truck					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 02740000		Part Name(s) TIRES: TIRES Firestone Wilderness AT		Location ☐ Left ☐ Right ☐ Front ☐ Rear ☒ Original Replacement	
No of Failures ALL 4 TIRES		Date(s) of Failure(s) [Redacted] Mileage at Failure(s) 24000 miles Vehicle Speed at Failure(s) [Redacted]		Failed Part(s) [Redacted] ☒ 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 [Redacted] Number of Fatalities [Redacted] Estimated Property Damage [Redacted] Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
PE-00-020; PURCHASED A FORD, EXPLORER TIRE SIZE P23575R15, DOT NUMBER ON THREE TIRES WAS W2HL1PY367, FOURTH TIRE DOT NUMBER W2HL1PY456, TIRES HAVE 20 THOUSAND MILES ON THEM. CONSUMER NOTICE ALL FOUR TIRES HAVE DEVELOPED HAIRLINE CRACKS AT THE TREAD BASE. PLEASE PROVIDE ANY FURTHER DETAILS. *AK					
*Note This complaint is on Firestone Wilderness AT Tires which are not on the recall list but should be. These tires were purchased new at Costco & put on a used Explorer. (over)					
(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 (Refer to Narrative) MANUFACTURER/TIRE NAME Firestone Wilderness AT SIZE P235 75 R15

* 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)

Firestone recall warnings were out just before I was going to take a long driving vacation. To play it safe I drove my Explorer back to Costco (where I had originally purchased them approx. 2 years ago -- Tires now have 24,000 miles on them) -- Costco had guidelines on what they were to look for on faulty tires made by Firestone's. All four of my tires had hairline cracks at the base of the tread in the tire casing. Costco told me these were faulty tires per their guidelines & should be replaced. Because they are not on Firestone's recall list, I only got partial payment back based on tread wear. I feel these tires should be on the recall list & that I should get full replacement tire refunding. I had a set of Firestones that came on a new Ford Supercab in the late 1970's & they went bad in less than 2 years -- they also had a tread problem (they did not separate but they wore down to the steel core). I always keep my tires inflated to 32# -- Their problem seems to be lack of Firestone quality control. Please send copy of this to Firestone. [Redacted] 9/19/20

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



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

portion is on the outside.

We will share this information with the appropriate manufacturer may help resolve your problem(s). It is helpful to be thorough in your report so that our ability to use your information will be maximized. It is not necessary to complete all boxes if you are not sure of the information. It is very difficult to pursue complaints unless the Vehicle Identification Number (VIN) is known, and when reporting a tire problem, the DOT Identification is needed. The VIN is located inside the vehicle adjacent to the left of the windshield pillar (driver's side). The tire identification number contains 7 to 11 characters and is preceded by the letters "DOT" on the tire between the maximum width section and the bead, usually near the rim flange on the opposite side of the whitewall or on either side of a blackwall tire.

Any information you provide on this questionnaire is ENTIRELY VOLUNTARY. There is NO CONSEQUENCE or PENALTY of any kind if you DO NOT wish to provide it. We seek this information so that this agency can help you and other owners with similar problems and to allow us to combine this information with similar owner reports to develop both statistical and investigatory evidence which will help identify potential safety-related problems in motor vehicles or items of motor vehicle equipment.

Sincerely,

Information Management Branch
Auto Safety Hotline

2 Enclosures:
Self-addressed Questionnaire
Auto Safety Hotline Pamphlet



AUTO SAFETY HOTLINE
(800) 424-9393
Wash. D.C. Area 368-0123



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FOR AGENCY USE ONLY 335

Date Received

01 OCT 12 PM 2000 50

Od_or
rt_dt
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up_kr

OFFICE

DEFECTS INVESTIGATION

Reference No.

871069

OWNER INFORMATION (Type or Print)

640536

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorized representative, your name and address to the vehicle manufacturer.

☒ YES ☐ NO

Signature of Owner

Date 9/29/00

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

1GN0K26H8P412444

Vehicle Make

CHEVROLET
GENERAL

Vehicle Model

SUBURBAN
AMERICAN

Vehicle Year

1993
1990

Current Odometer Reading

84,300

Purchase Date

Dealer's Name

RALLY CHEVROLET

Engine Size
(CID/CC/L)

No Cylinders

☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection

☒ New ☐ Used

City PALMDALE State CA Zip Code

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☒ Yes☒ 3-Point Belt☐ Motorbelt☒ Yes☐ Front☐ Sport Util☐ 2-Door☒ Automatic☐ No☐ Driverside Airbag☐ 2-Point Belt☐ No☒ Rear☐ Truck☐ 4-Door☐ Passengerside Airbag☒ 4-Wheel☐ Minivan☐ Motorcycle☐ Stationwagon☒ Other

SUV

☒ Other SUV

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
02746000Part Name(s)
TIRES: TREAD
SEPARATION

GENERAL TIRE

AMERICAN 550TR

DOT AD11 90A233

LT245/75R16

Location

☒ Left☐ Front☐ Right☒ Rear

Failed Part(s)

☐ Original☒ Replacement

No of Failures

1

Date(s) of Failure(s)

13-SEP-2000

Mileage at Failure(s)

8000

Vehicle Speed at Failure(s)

70

Failed Part(s)
Available?☒ Yes ☐ NoNHTSA 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

0

Number of Fatalities

0

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

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

REPLACEMENT TIRES ON A CHEVROLET, SUBURBAN 1993, LT245/75R16. WHILE AT 70 MPH LEFT REAR TIRE EXPLODED AND SEPARATED, TIRE STAYED INFLATED. *AK

- DIGITAL PHOTOS AVAILABLE ON REQUEST
- GENERAL TIRE CONSUMER RELATIONS DEPT
HAVE BEEN CONTACTED BUT, TO DATE, HAVE
BEEN UNRESPONSIVE.

CONTINUE ON BACK IF NEEDED

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