Form Approved: O.M.B. No. 2127-0042

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 118

Date Received: 15-SEP-2000

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
up_ltr ____ ____

Reference No.: 870593

[redacted]

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 base of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	FIRESTONE	FIRESTONE	1900	

Purchase Date	Dealer's Name	Engine Size	
☐ New ☒ Used	City_____ State_____ Zip Code_____	(CID/CC/L _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
		No Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other_____ ☐ Sport Utl ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Par. Name(s)	Location	Failed Part(s)
02740000	TIRES:TREAD	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ 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?
	Date(s) of Failure(s) 21-AUG-2000	☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

PE00020, TIRE TREAD SEPARATION: WHILE DRIVING 70 MPH, DRIVER HEARD A THUMPING NOISE. IMMEDIATELY AFTERWARDS ABOUT 2/3 OF THE TREAD ON THE PASSENGER'S FRONT SIDE TIRE CAME OFF. DRIVER WAS ABLE TO CONTROL VEHICLE AND WAS NOT INJURED. TRUCK WAS A 1992, FORD, F250, NOT ORIGINAL TIRE EQUIPMENT. TIRE MANUFACTURED AT DECATUR ILLINOIS PLANT. TIRE MILEAGE ABOUT 18,000. FIRESTONE WAS CONTACTED ABOUT TIRE. FIRESTONE WAS ONLY WILLING TO PRORATE FEE FOR THAT TIRE. PLEASE PROVIDE ANY FURTHER INFORMATION.*AK

CONTINUED ON BACK PANEL

Form Approved: O.M.B. No. 2127-0008

U.S. Department of Transportation
National Highway Traffic Safety Administration

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Date Received: 00 OCT 30 AM 10: 1
15-SEP-2000
OFFICE OF DEFECTS INVESTIGATION

Od_or
rt_dt
od_rt
up_ltr

Reference No.
570593

638887

Work [redacted]
Home

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of [illegible] NHTSA WILL NOT provide your name and address to the vehicle manufacturer.
Signature of Ow[redacted] Date 10/23/00

RMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	FIRESTONE	FIRESTONE	1992 ~~1999~~	

Purchase Date
☐ New ☒ Used

Dealer's Name 4 DAY TIRE
City BAKERSFIELD State CA Zip Code 93313

Engine Size (CID/CC/L ____
No Cylinders ____
☐ Turbo ☐ Diesa ☐ Gas ☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☒ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☒ 2-Point Belt ☐ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☒ Rear ☐ 4-Wheel	☐ Car ☐ Sport Ut ☐ Van ☒ Truck ☐ Minivan ☐ Motorcycle ☐ Other	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
02740000	TIRES:TREAD	☐ Left ☒ Right ☒ Front ☐ Rear	☐ Original ☒ Replacemen:

No of Failures	Date(s) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
1 (ONE)	21-AUG-2000	☒ Yes ☐ No	☒ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0		☐ Yes ☒ No

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

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I REPLACED ALL (4) TIRES AS IN VIEW OF ALL THE MEDIA ABOUT THESE TIRES I FEARED FOR MY LIFE.

CONTINUE ON BACK IF NEEDED

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	MD	OR/WJ282	MANUFACTURER/TIRE NAME	SIZE
					FIRESTONE / STEELTEX R45	ST235/85R16

* 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)

☆ U.S. G.P.O.: 1982—522-927 / 80066

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

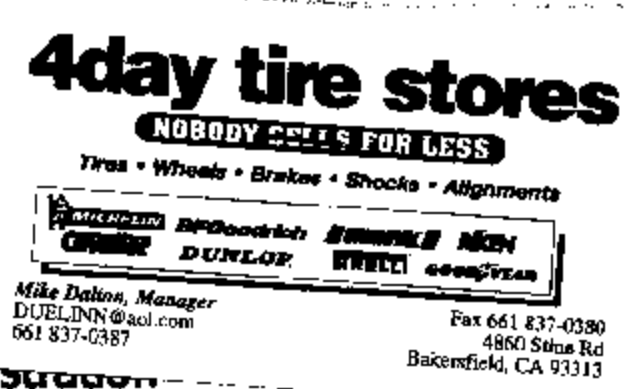
BUSINESS REPLY MAIL

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

4day tire stores
4860 Stine Rd
Bakersfield, Ca 93313
1-661-837-0387



ATT: National Highway Traffic Safety Administration
RE: [redacted] Reference #870593

This letter is in regards to Firestone Steeltex R4S in the size Lt 235/85R16, product code# 273-309.
Mr. Merritt came to our store on 8/26/2000 and wanted to see if we could allow him any type an adjustment to his tires on his truck being that "One" of the tires came apart while driving and he did not feel comfortable driving with those Firestone tires. Due to what has been said thru the Television Media and in Print. Prior to coming to our store he had visited the Firestone dealer up the street. They said they could provide him an adjustment on the one tire that had seperated, but could not do anything about the other three remaining tires.
He did not feel this was right and that he was not treated fairly, being the tires that had been on his truck where the ones that where made at the Decatur Plant and he was afraid and did not feel secure of the ohter three Firestone tires.
Even though the tires where not on recall, he feels he should be compensated out of Good Faith.I
When the one tire was inspected, it showed no signs of any visable punctures or/ penetrations. The top ply just came apart
Note: all "FOUR" tires are of the D.O.T numbers that are on the recalll and they are as follows- VD OR 1WT 282

Thank you for all your concern and that this matter can be resolved as quickly as possible due to the circumstances.

Mike Dalton: manager, 4day tire stores

4day tire stores

(661) 837-0387

SOLD TO

NAME [redacted]
ADDR
CITY
HOME PHONE | WORK PHONE

DATE

YEAR	MAKE	MODEL	MILEAGE

SALESMAN

MECHANIC	INSTALLER	INSPECTED BY	TEST DRIVE BY

SEE REVERSE SIDE FOR OTHER LOCATIONS

STORE # **20** **16511**

QTY	SIZE	TIRE OR WHEEL DESCRIPTION	BW / WW / RWL / REL / OWL	CODE NUMBER	EACH	TOTAL
4						
4		FEDERAL EXCISE TAX				
4		STEMS ☐ RM 25001 ☐ ML 25002 ☐ CR 25003				
4		TIRE DISPOSAL FEE				
		☐ CHECK IF OLD PARTS REQUESTED PRIOR TO START OF WORK		TOTAL TIRE/WHEELS		

QTY	PARTS DESCRIPTION	CODE NUMBER	EACH	TOTAL
	SHOCKS ☐ F ☐ R			
	STRUTS ☐ F ☐ R			
	RELINED BRAKE SHOES ☐ F ☐ R			
	RELINED BRAKE PADS ☐ F ☐ R ☐ METALLIC			
	OIL, LUBE & FILTER			
	OTHER			
	ALL PARTS ARE NEW UNLESS OTHERWISE STATED.	TOTAL PARTS		

QTY	TIRE LABOR / BALANCE	EACH	TOTAL
4	☐ COMPUTER WHEEL BALANCE ☐ REG ☒ LIFE TIME ☐ POLICY ☐ N/C		
	☐ MOUNTING		
	☐ ROTATION		
	☐ FLAT REPAIR		
4	☒ ROAD HAZARD WARRANTY* (OPTIONAL)		
	TOTAL TIRE LABOR / BALANCE		

SPARE

SERVICE / MECHANICAL LABOR	EACH	TOTAL
☐ INSTALLATION SHOCKS EACH $ STRUTS EACH $	XXXXX	
☐ WHEEL ALIGNMENT		
☐ COMPUTER WHEEL ALIGNMENT		
☐ MACHINE ROTORS/DRUMS LF RF LR RR		
☐ OTHER LABOR ITEMS		

☐ INSPECT AND ADVISE COST OF REPAIR

TOTAL SERVICE / MECHANICAL LABOR

☐ PHONE ☐ IN PERSON

COMMENTS RECOMMENDATION

ALIGNMENT SPEC. BEFORE AFTER R CAM R CAST L CAM L CAST

METHOD OF PAYMENT: Cash ○ Discover ○ Mastercard ○ Amex ○ Visa ○ Charge

DONE BY

TOTAL TIRES | TOTAL PARTS | SUB TOTAL | SALES TAX ON PARTS & TIRES | TOTAL TIRE LABOR OR BALANCING | TOTAL SERV/MECH. LABOR

ESTIMATE & AUTHORIZATION

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. Any warranty covering the goods or services covered by this invoice ... the repair or replacement of same and 4Day Tire Stores will not be liable in any way for special or consequential damages. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon. Not responsible for any damage done to custom wheels or mags. This estimate shall expire if not accepted within 30 days.

Customer's Signature X