

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

197

Date Received

13-SEP-2000

Od_or	_____
rt_dt	_____
od_rt	_____
up_ltr	_____

Reference No.

870733

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
4TAWN72N8V2311302	FIRESTONE	FIREHAWK ATX	1900	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input type="checkbox"/> Fuel Injection

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"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag	<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 Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle
		<input type="checkbox"/> Inlatch Belt <input checked="" type="checkbox"/> 2-Point Belt				<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other

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

Component 02740000	Part Name(s) TIRES: TREAD	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 0	Date(s) of Failure(s) 02-SEP-2000	Mileage at Failure(s) 80000	Vehicle Speed at Failure(s) 70	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> 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	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	0	0		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

PE00-020; WHILE DRIVING ABOUT 70 MPH RIGHT REAR TIRE BLEWOUT AND HAD A TREAD SEPARATION. HOWEVER, CONSUMER KEPT CONTROL OF VEHICLE AND DROVE OFF ROAD. TOYOTA, TACOMA 1997; FIRESTONE, FIREHAWK ATX, 30X9.5X16 R16LT, DOT VD66/AXC. \*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.

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>DOT Auto Safety Hotline</p> <h2 style="margin: 0;">Vehicle Owner's Questionnaire (VOQ)</h2> <p>NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p><b>FOR AGENCY USE ONLY</b> '97</p> <p>Date Received: <u>18-SEP-2000</u></p> <p>Reference No.: <u>870733</u></p>	
	<p>OWNER INFORMATION (Type or Print)</p> <p>Vehicle ID No. (VIN): <u>639115</u></p>		<p>Od or rt_dt: _____</p> <p>od_rt: _____</p> <p>up_itr: _____</p>

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO

In the absence of an authorized representative, provide your name and address to the vehicle manufacturer.

Signature of Owner: \_\_\_\_\_ Date: 10/15/00

VEHICLE INFORMATION						
Vehicle Ident. No. (VIN) <u>4TAWN72N8V2311302</u>	Vehicle Make <u>FIRESTONE</u>	Vehicle Model <u>FIREHAWK ATX</u>	Vehicle Year <u>1998</u>	Current Odometer Reading <u>60,660</u>		
Purchase Date <u>Nov, 1998</u>	Dealer's Name <u>FIRESTONE TIRE + SERVICE</u>		Engine Size (CID/CCL) <u>6</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City <u>ALBANY</u> State <u>GA.</u> Zip Code <u>31701</u>		No. Cylinders			
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>02740000</u>	Part Name(s) <u>TIRES:TREAD</u>	Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement
No of Failures <u>1</u>	Date(s) of Failure(s) <u>07-SEP-2000</u>	Mileage at Failure(s) <u>60000</u>	Vehicle Speed at Failure(s) <u>70</u>
Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		NHTSA Previously Contacted? <input checked="" 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <u>0</u>	Number of Fatalities <u>0</u>	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

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**PE00-020; WHILE DRIVING ABOUT 70 MPH RIGHT REAR TIRE BLEWOUT AND HAD A TREAD SEPARATION. HOWEVER, CONSUMER KEPT CONTROL OF VEHICLE AND DROVE OFF ROAD. TOYOTA, TACOMA 1997; FIRESTONE, FIREHAWK ATX, 30X9.5X15 R15LT, DOT VD66/AXC. \*AK**

CONTINUE ON BACK IF NEEDED

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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 V D 6 6 A X C

MANUFACTURER/TIRE NAME

FIRESTONE FIREHAWK ATX

SIZE

20X9.50X15

\* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located LT near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED):

\* See attached -

\* Also, please note - I took my Firestone tires to the local dealer in Albany, Ga. in hope of finding information on how to get reimbursed for the bad tires. He was extremely rude, stating "Tough Luck" Not a good representative of Firestone.

Since the tires are bad, I should be fully reimbursed for the new tires that I had to purchase. The tires were made at the same plant & the batch was bad. Fortunately, no one was killed in the incident, It was a horrible experience!

Hopefully this matter can be resolved by full reimbursement for the new tires. Thank you in assisting me in this matter.

Sincerely

★ U.S. G.P.O.: 1992 - 629-997 / 50085

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



TIREQUEST AUTOMOTIVE, INC.  
40 S. Morningside Drive  
Cartersville, GA 30121  
(770) 382-8349



Bill To:



Invoice No: 00780  
Invoice Date: 09/01/00  
NONSIG: 180426  
Payment Type: Visa  
Tax Exempt: No

Vehicle: 1997 TOYOTA PICK-UP  
Odometer: 61,642  
Tag No: 31818E

Prod Code	Qty	Description	Rep	Parts	Labor	Total
411218176	4	30-950R15 WBL AT/S OWL C	03	125.95	0.00	\$503.80
044263	4	BALANCE & STEMS	25	3.50	6.00	38.00
034200	4	SCRAP TIRE DISPOSAL	03	0.00	1.00	4.00

Sub Totals	517.80	28.00	\$545.80
Discount			0.00
Tax (Parts Only)			36.25
Environmental Tire Tax			4.00
Invoice Total			586.05

Customer Signature:



HAVE A QUESTION OR PROBLEM?  
Please tell our store manager. We value your opinion as our  
business. Should you need additional assistance, call our  
CUSTOMER ASSISTANCE LINE  
1-800-321-2138