



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 156

Data Received 20-SEP-2000	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No. 871124	

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 front of windshield or drivers side)</small>	Vehicle Make FIRESTONE	Vehicle Model WILDERNESS AT	Vehicle Year 1900	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<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 <input type="checkbox"/> Manual <input 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"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <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 _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02700000	Part Name(s) TIRES	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) 02-SEP-2000	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 32		
	Vehicle Speed at Failure(s)		

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	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

PE00020, BOUGHT USED ON A 1997 MOUNTAINEER, P23575R15, DOT W2HL. ALL FOUR TIRES ARE "DRY ROTTEN" AND HAVE A CRACKED FROM THE EDGE OF THE TREAD AND WHERE THE SIDEWALL MEETS, WHICH MAY CAUSE TREAD TO COME OFF IN ALL THE SAME SPOT. ALSO, WHILE DRIVING IT HAS BEEN MORE BOUNCING. PLEASE PROVIDE FURTHER INFORMATION. AK

CONTINUED ON BACK PLEASE

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.



Vehicle Owner's Questionnaire (VOQ)

U.S. Department of Transportation
National Highway Traffic Safety Administration
www.nhtsa.dot.gov/hotline
1-888-327-4236
NATIONWIDE 1-888-DASH-2-DOT

OFFICE OF DEFECTS INVESTIGATION
@OFFICE
20-SEP-2000
00 OCT 11 AM 9:16

Reference No. 871124

640641

OWNER INFORMATION (Type or Print)

Work Number	Home Number

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, please provide your name and address to the vehicle manufacturer.

Signature of Owner: [Redacted]

Date: 9/29/00

Vehicle Identification No. (VIN): *1H4D0U551XVU508934*

Vehicle Make: **FIRESTONE**

Vehicle Model: **WILDERNESS AT**

Vehicle Year: **1900**

Current Odometer Reading: **35898**

Dealers Name: *Thompson Lincoln Mercury*

City: *Baltimore* State: *MD* zip code: *21201*

Engine Size (CID/CIL): *5.0L*

No. Cylinders: *V8*

Turbo: Diesel: Fuel Injection: Other:

Transmission Type: Automatic Manual

Articlock Brakes: Yes No

Restraint System: 3-Point Belt Motorbell 2-Point Belt Driver's Side Airbag Passenger's Side Airbag

Cruise Control: Yes No

Drive Train: Front Rear All Wheel

Vehicle Type: Car Van Minivan Other

Body Style: 2-Door 4-Door Stationwagon Pick Up Truck Other

Component: **0270040**

Part Name(s): **TIRES**

Location: Front Rear

Failed Part(s): Original Replacement

No. of Failures: **4**

Date(s) of Failure(s): **02-SEP-2000**

Mileage at Failure(s): **32**

Vehicle Speed at Failure(s): _____

Failed Part(s): Yes No

Available? Yes No

Contacted? 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: **0**

Number of Fatalities: **0**

Estimated Property Damage: *400-500*

Reported to Police: Yes No

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

PE00020, BOUGHT USED ON A 1997 MOUNTAINEER, P23675R15, DOT WZHL, ALL FOUR TIRES ARE "DRY ROTTEN" AND HAVE A CRACKED FROM THE EDGE OF THE TREAD, AND WHERE THE SIDEWALL MEETS, WHICH MAY CAUSE TREAD TO COME OFF IN ALL THE SAME SPOT. ALSO, WHILE DRIVING IT HAS BEEN MORE BOUNCING. PLEASE PROVIDE FURTHER INFORMATION. AK

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.

OPTIONAL BACK IF NEEDED

September 21, 2000

Firestone Tire Company

To Whom It May Concern,

I am writing this letter to advise you of problems that I am experiencing with the current set of Wilderness AT tires that I have on my vehicle. I purchased a used 1997 Mercury Mountaineer in May 2000. I have been completely satisfied with the vehicle except for the tires. Initially, these tires felt and drove fine. Over the course of these past 4 months my satisfaction with these tires has dramatically changed. The vehicle now rides rough and the uneven wear on the outer and inner edges is dramatic. I have maintained proper tire inflation and the vehicle was aligned at time of purchase. I have received several recommendations from a variety of tire dealers as well as the dealership from where the vehicle was purchased. These tires are not of the VD series on recall. However they are the W2HL P23575r15. After reading the driving recommendations put out by the NHTSB, I no longer feel safe having any member of my family ride in this vehicle. The primary occupants are my wife and 6 year old son. The primary route of travel is the Baltimore Beltway 1895. Already, the recommendation of not driving these tires at a high rate of speed is already compromised. These tires only have 34,000 miles on them. They show extreme uneven wear, excessive dry rot on the sidewall and even into the treads top and deep surfaces. Even more disturbing is the presence of a circumferential crack where the tread meets the sidewall. This crack is in exactly the same spot all the way around the tire. I believe based upon other experts opinions that something else exists other than normal wear and weather cracking. I have had it inspected by a Firestone dealer in MD, who denied that a problem existed and refused to do anything to accommodate me other than a typical prorated scenario. I find it unacceptable that a representative from Firestone would not be a lot more interested in this situation due to the problems and deaths that have already resulted.

I am asking you as a Firestone customer, unhappy at that, what can be done for me at this time? The dealership from which I purchased the vehicle has agreed to a wonderful deal for me to accommodate me and to provide continuing loyalty to me as their customer. For this I am grateful, yet I would still have to outlay several hundred dollars. I have owned Firestone and Bridgestone tires in the past and have been very satisfied. Actually, the Bridgestone tires were the best I had ever owned. At this time I am not sure what the future holds for me as a Firestone customer. Perhaps at this time that is up to you. I urge you to please take under consideration the recommendations (warnings) put out by the NHTSB and to act upon them. Most importantly, consider the number of your Firestone customers that are at risk driving on these tires.

I do not feel that I should have to put out several hundred dollars to replace tires that have obvious problems at no fault of mine. In addition it appears that several tire experts believe that a total 15" tire recall will follow. How long does this have to go on? How many other people need to be injured? I ask that you please respond to me on this manner as soon as you are able to do so. Thank you for your time and consideration.

ASin...

BRIDGESTONE/FIRESTONE, INC.

50 Century Boulevard
Nashville, TN 37214
Phone: 615-872-5000
Fax No.: 615-872-1599

August, 2000

4M2DU55PXVUJ28734 00T-005 0891465/02265

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Bridgestone/Firestone has decided that a defect related to motor vehicle safety exists in certain Firestone Radial ATX and Radial ATX II tires in the size P235/75R15 and in Firestone Wilderness AT tires in the size P235/75R15 produced in its Decatur, Illinois plant. The defect may not exist in all of these tires.

The tires in question may sustain tread belt separation, in which the outer steel belt and/or tread of the tire separate from and may eventually become totally detached from the rest of the tire.

Tire tread belt separation can lead to a loss of control and a vehicle crash can occur, particularly if the driver engages in significant braking or steering before the vehicle is fully under control.

In order to reduce the potential for accidents, Bridgestone/Firestone is recalling the following tires:

<u>Description</u>	<u>Size</u>	<u>Serial Numbers</u>
Firestone ATX	P235/75R15	Any/All
Firestone ATX II	P235/75R15	Any/All
Firestone Wilderness AT	P235/75R15	VD

Vehicle/sales registration records show that your vehicle when purchased may have been equipped with the tires included in this recall or that you purchased one or more replacement tires that may be included in this recall. Therefore, please check your tires to determine whether they are P235/75R15 Firestone ATX or P235/75R15 Firestone ATX II.

If you have a P235/75R15 Wilderness AT, you must further check the serial number to determine if the tire was produced at the Decatur, Illinois Plant.

The serial number is located on either the inside or outside of your tire in the lower sidewall area directly above the rim flange and is preceded by the letters "DOT". The first 2 digits VD identify the tires produced at the Decatur, Illinois Plant (see example below).

GOODYEAR AUTO SERVICE CENT



A DIVISION OF THE GOODYEAR TIRE & RUBBER COMPANY
 1400 EASTERN BLVD
 ESSEX, MD 21221
 (410)687-8212
 FEDERAL TAX ID# 540253240

INVOICE
 112124

09/09/00 09/09/00
 09:50 AM 08:56 AM
 TERR: 0225
 NONS16: 900225

PAGE: 01

CALL TO:



PHONE 1..... (410)687-0090
 PHONE 2.....
 DATE REQUESTED 09/09/00
 TIME REQUESTED
 RETURN PARTS.. NO
 SALESMAN..... 002 / 002
 PRIOR INVOICE.. 101685

VEH YEAR/MAKE. 97 MERCURY TRUCK
 VEHICLE MODEL. MOUNTAINEER
 VEHICLE COLOR. WHITE
 LICENSE/STATE. ADD61M / MD
 ODOMETR IN/OUT 343447 / 343447
 VEHICLE INFO.. AUTOMATIC

ACCOUNT # 009 TC CUST# TYPE/STATE
 25590001 2 01 0127 0 MD

QTY	DESCRIPTION	UNIT	PRICE	TAXES	TOTAL
02	INSPECT CUSTOMERS TIRES FOR IRREGULARITIES	R	.00	.00	.00
02	THERE IS A CRACK AROUND THE CIRCUMFERENCE	R	.00	.00	.00
02	OF REAR TIRES ON THE SHOULDER	R	.00	.00	.00
02	RECOMMEND TO FORD/FESESTONE TO CONFIRM	R	.00	.00	.00
02	TIRES BDT* NOT ON RECALL, HOWEVER	R	.00	.00	.00
02	REPLACEMENT IS RECOMMENDED DUE TO CRACKING	R	.00	.00	.00
02	ON REAR TIRES, & EDGE WEAR ON FRONT	R	.00	.00	.00

BRING RECEIPT BACK FOR \$5 OFF NEXT OIL CHANGE OR \$10 OFF ANY SERVICE OVER \$100!!! DATE USED _____

UNDERSTAND THAT ALL CUSTOM WHEEL LUG NUTS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

IF YOU ARE NOT 100% SATISFIED, CALL
 KEVIN MUNRO,
 THE STORE MANAGER, AT (410)687-8212

1518210721

PARTS TOTAL..... .00
 LABOR TOTAL..... .00
 SUB TOTAL..... .00
 SALES TAX..... .00

TAXABLE AMOUNT .00

VOICE TOTAL \$.00

VEHICLE REPAIR INFORMATION:

- (A) PARTS AND LABOR ARE BASED ON GOODYEAR RETAIL SERVICE PRICE LIST. IF NOT LISTED, THEY ARE BASED ON CHILTON FLAT RATE MANUAL.
- (B) SEE ATTACHED WARRANTY INFORMATION.
- (C) UNLESS OTHERWISE SPECIFIED, ALL PRICES SHOWN ARE FOR NEW PARTS.
- (D) ALL LABOR PERFORMED AND PARTS REPLACED WHERE NECESSARY.
- (E) VEHICLE TESTED OR TEST DRIVEN WHEN NEEDED, UNLESS WAIVED BY CONSUMER. MECHANICS WORK PERFORMED SATISFACTORILY.

ROAD TESTER OR MANAGER _____

MECHANIC _____

ISSUE REASON. CUSTOMER SERVICE

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

HAVE A QUESTION OR PROBLEM?
 Please tell our store manager. We value your opinion as much as your business.

CONSUMER ADVISORY

1/3

1-800-424-9543

FOR IMMEDIATE RELEASE

NHTSA Rae Tyson
Contact: (202) 366-9550

The National Highway Traffic Safety Administration (NHTSA) is recommending that owners of vehicles with certain models and sizes of Firestone tires not already being recalled by Firestone take a number of actions to assure their safety, based on NHTSA's analysis of Firestone's data.

On May 2, 2000, NHTSA opened a defect investigation into approximately 47 million ATX, ATXII, and Wilderness tires manufactured by Bridgestone/Firestone, Inc. (Firestone). On August 9, Firestone announced that it was recalling 14.4 million of the tires under investigation. These include all Firestone ATX and ATXII tires of the P235/75R15 size manufactured since 1991 and all Wilderness AT tires of that same size manufactured at Firestone's Decatur, IL plant. Firestone has estimated that about 6.5 million of these tires were still in service as of that date.

NHTSA has continued its investigation into the remaining tires. As part of that investigation, NHTSA has reviewed data provided by Firestone on property damage claims, personal injury claims, and lawsuits regarding the tires under investigation. Although its investigation is not complete, that review indicated that the rate of tread separations for certain other tire models and sizes exceed those of the recalled tires, sometimes by a large margin. Therefore, NHTSA is concerned about the possible safety risk associated with those tires.

On August 30, 2000, NHTSA staff met with Firestone representatives in Washington and recommended that Firestone expand the recall to include these tire models. On August 31, Firestone advised NHTSA that it would not voluntarily expand the recall at this time. We are continuing our investigation, which may result in an order directing Firestone to recall these tires and any other defective tires. However, in view of the potential safety risk, NHTSA believes that it is important to alert the public of its concerns now.

The tire models with the high tread separation rates are set out in an Attachment to this advisory. A total of approximately 1.4 million of these tires were produced. However, since many of them were manufactured many years ago, it is likely that far fewer are currently on the road. Most of them were sold as replacement equipment and were not installed as original tires on new cars.

Since Firestone has chosen not to expand the recall at this time, you may not be able to obtain free replacement tires from Firestone. However, in light of these concerns, NHTSA recommends that you consider replacing the tires in question and that you retain all documentation.

If you have one of these tires on your vehicle, you should take the following steps:

- Check your tires to be sure there are no visible signs of a problem.
- Be sure your tires are properly inflated.
- Do not drive at a high rate of speed, particularly in hot weather. If possible, choose roads with relatively low speed limits.
- Make sure your vehicle is not overloaded.
- Wear your seatbelt.

Please be aware that while these precautions are good general guidelines to tire safety, they may

3/3

consumer_09-01-00.html

A. First you need to read the model name off of the sidewall of your tire and verify that it's on the above list. Once you establish that you have one of the models listed above, you need to check the tire size and verify it's on the list. The tire size is located on both sides of the tire in raised letters. The tire size should be one of the sizes listed above.

B. Next you need to locate the DOT code to determine where your tire was built (plant). The DOT number is located on the blackwall side of the tire, under the F in Firestone and it is 10 characters long, and it starts with DOT. Since this code is on the blackwall side of the tire, and not on the outside of the tire, you may need to crawl underneath your vehicle with a flashlight to find the code. There may be spaces in between some of the numbers, but be sure to count all 10 characters to ensure you have found the proper code. Examples include:

DOT VDHL1PMB46
DOT W2HL1M0470
DOT VDHLA16089

The first two letters of the DOT code are the DOT plant code (see right hand column above). If the first two letters of the DOT code are VD, HY, or W2 and you have the tire line and size shown above, then your tires are on the consumer advisory list.