

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 241

Date Received

24-SEP-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

871365

 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) (Listed at front of windshield or driver's door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1AU237026XA007821	FIRESTONE	RADIAL TIRE	1900	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	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 ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 26-APR-2000 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/TIRE TREAD SEPARATION: ON A 1999 ALFA, TRAVEL TRAILER (5TH WHEEL VEHICLE); ORIGINAL EQUIPMENT, LT245/75R16/10, DOT# UNAVAILABLE. RIGHT REAR TIRE EXPERIECED TREAD SEPARATION WHILE TRAVELING AT 55 MPH; THREE DAY LATER LEFT REAR EXPERIENCED SAME CONDITION; FIRESTONE NOTIFIED. 1ST REPLACEMNET WAS DONE AT CONSUMER COST AND 2ND. REPLACEMENT WAS DONE AT NO COST. NO DAMAGES WAS RECEIVED ON BOTH INCIDENT. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS:

CONTINUED ON BACK (REVERSE)

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.

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 Od_or _____
 r_dk _____
 od_rt _____
 up_ltr _____

OWNER INFORMATION (Type or Print)

OFFICE
INVESTIGATION

Reference No.

871365

841466

Work Number

Home Num

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an _____ name and address to the vehicle manufacturer.☒ YES ☐ NO

Signature of Owner

Date 10/14/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Locate at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1AU237026XA007821	ALFA FIRESTONE	TRAILER-IDEAL FIRESTONE 31RL	1999 1999	N/A
Purchase Date 4-11-99	Dealer's Name <u>ALFA MIKE THOMPSON RV</u>		Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City <u>Fountain Valley</u> State <u>CA</u> Zip Code _____		No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☒ Other	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component D2740000	Part Name(s) TIRES:TREAD	Location ☒ Left ☐ Front ☒ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 2	Date(s) of Failure(s) 26-APR-2000 + 23-APR-2000 Mileage at Failure(s) 0-17,15,000 Vehicle Speed at Failure(s) 55	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 0	Number of Fatalities 0	Estimated Property Damage \$ 1,200	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

PE 00 020/TIRE TREAD SEPARATION: ON A 1999 ALFA, TRAVEL TRAILER (5TH WHEEL VEHICLE); ORIGINAL EQUIPMENT, LT245/75R16/10, DOT# UNAVAILABLE. RIGHT REAR TIRE EXPERIENCED TREAD SEPARATION WHILE TRAVELING AT 55 MPH. THREE DAYS LATER, LEFT REAR EXPERIENCED SAME PROBLEM. FIRESTONE NOTIFIED. 1ST REPLACEMENT WAS DONE AT CONSUMER'S COS/ 2ND. REPLACEMENT WAS DONE AT NO COST. NO DAMAGES WERE RECEIVED ON BOTH INCIDENTS. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS. *AK

Firestone R4S tires

\$1,200. TO TRAILER.

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.

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.*

DOT

MANUFACTURER/TIRE NAME

Firestone R4S

SIZE

LT 245/75R16/10

* 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)

SEE attached

☆ U.S. G.P.O.: 1992 - 625-897 / 80096

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

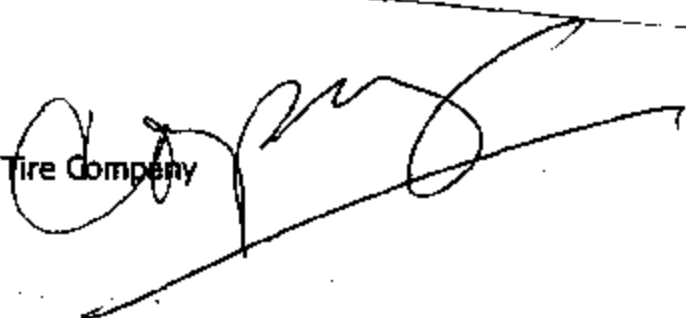
POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

August 28, 2000

President, Bridgestone/Firestone Tire Company
One Bridgestone Park
P.O. Box 140991
Nashville, TN 37214

A large, stylized handwritten signature in black ink, likely belonging to a Firestone representative, is written over the address block.

I am the owner of a fifth wheel trailer factory equipped with Firestone Tires.

On Easter Sunday, April 23, 2000, while travelling at 55 mph one of the Firestone tires on the rear passenger side failed when its tread abruptly ripped off causing approximately \$1200 worth of damage to my trailer. There was no indication of road hazard or outside causes of damage.

I went to the closest Firestone representative, who was referred to me by your 800 phone number, on 4/24/00 in Las Cruces, NM where they refused to warrantee the tire and sold me a new tire. They took custody of the faulty tire and said they would submit the tire to Firestone Corporate and let me know if there was a refund. On April 26 another tire shredded (on the front drive side). This time when the tread came off it did no damage to the trailer and again there was no indication of road hazard or outside cause. I went to another Firestone dealer, again recommended by your 800 phone number, in Katy, Texas where he replaced the tire without charge and suggested he sell me another at cost in addition to mounting my spare to complete replacement for the tires.

I submitted a claim to Firestone in May 2000. On July 24, 2000 I phone Firestone legal and was told they had **lost my claim**. Once again I submitted the claim. On August 10 I was notified that since I didn't submit the damaged tire as evidence, the claim was denied. I explained their representative had taken the tire to submit it to Firestone Corp. The legal representative said that was improper and they had no control over the Firestone representatives.

I feel unfairly treated by Firestone and if this is not corrected, I will discontinue my 30 years of Firestone use.

Sincerely,

