



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 125

Data Received 29-SEP-2000	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No. 871876	

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>(Listed at front of windshield or drivers side)</small>	Vehicle Make FIRESTONE	Vehicle Model FIRESTONE	Vehicle Year 1900	Current Odometer Reading
Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo	<input type="checkbox"/> Diesel
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No Cylinders _____	<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"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	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"/> Sport Ult <input type="checkbox"/> Van <input 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 02740000	Part Name(s) TIRES:TREAD	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input 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	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; REPLACEMENT TIRES ON A 1991 CADILLAC SEVILLE TIRE SIZE P20570R15 DOT VDO80A1124. WHILE DRIVING ON THE HIGHWAY THE TREAD ON THE RIGHT REAR TIRE SEPARATED. PLEASE GIVE ANY FURTHER DETAILS. *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.

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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Reference No.

871876

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>(Listed at front of windshield or driver's side)</small>	Vehicle Make FIRESTONE	Vehicle Model FIRESTONE	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"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

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"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	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"/> Sport Ult <input type="checkbox"/> Van <input 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 _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES:TREAD	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <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) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	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 <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; REPLACEMENT TIRES ON A 1991 CADILLAC SEVILLE TIRE SIZE P20570R15 DOT VDO80A1124. WHILE DRIVING ON THE HIGHWAY THE TREAD ON THE RIGHT REAR TIRE SEPARATED. PLEASE GIVE ANY FURTHER DETAILS. *AK

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 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	
OWNER INFORMATION (Type or Print) [Redacted] 643249		Date Received 29-SEP-2000 DEFECTS INVESTIGATION	Od or rt_dt od_rt up_lr
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an _____ and address to the vehicle manufacturer. Signature of Owner _____ Date <u>10/11/2000</u>		Reference No. 871876	
VEHICLE INFORMATION		Work Number _____ Home Number _____	
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make Cadillac FIRESTONE	Vehicle Model Seville FIRESTONE	Vehicle Year 1900
Purchase Date 1991	Dealer's Name <i>New (Blake)</i> Williamson Car, Inc.	Engine Size (CID/CC/L) No. Cylinders 8	Current Odometer Reading 62000
<input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Used	City Homestead State FL Zip Code 33036	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
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 checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Drive Train	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input type="checkbox"/> Sport Utl <input type="checkbox"/> Truck <input checked="" type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input checked="" 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 <i>Not new but had tread</i>	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s) <i>40 miles per hour</i>	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 <i>except being frightened</i> NONE	Number of Fatalities 0
Estimated Property Damage ?		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
PE00020; REPLACEMENT TIRES ON A 1990 CADILLAC SEVILLE TIRE SIZE P20570R15 DOT VDO80A1124. WHILE DRIVING ON THE HIGHWAY THE TREAD ON THE RIGHT REAR TIRE SEPARATED. PLEASE GIVE ANY FURTHER DETAILS. *AK <i>Picture enclosed - when the tire peeled off it left a piece of krome on the side of the car and broke it. I have not given an estimate yet.</i>			
CONTINUE ON BACK IF NEEDED			
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Firestone strikes again

This time close to home for a local driver

Anyone concerned about the safety of their Firestone tires — whether they are or are not on the recall list — may want to note the following numbers:

- Firestone Hotline: 1-(800) 465-1904
- Firestone Main Office: 1-(800) 356-4644
- U.S. Dept. of Transportation (DOT) 1-(800) 424-9393

By Miguel Pérez

Those who may think they are out of the woods if their Firestone tires are not likely to explode because their serial numbers are not listed in the recall list may think again.

Ask Florida City resident [redacted] about her Monday morning hair-raising experience.

While tooling around town early that morning, [redacted] had something occur that she will not soon forget.

"I was driving at about 30 miles an hour and heading south on Old Dixie Highway and when I got to the corner of N.W. 12th Street," [redacted] said. "I suddenly heard loud banging noises and the car began to swerve."

Terrified by the loss of control

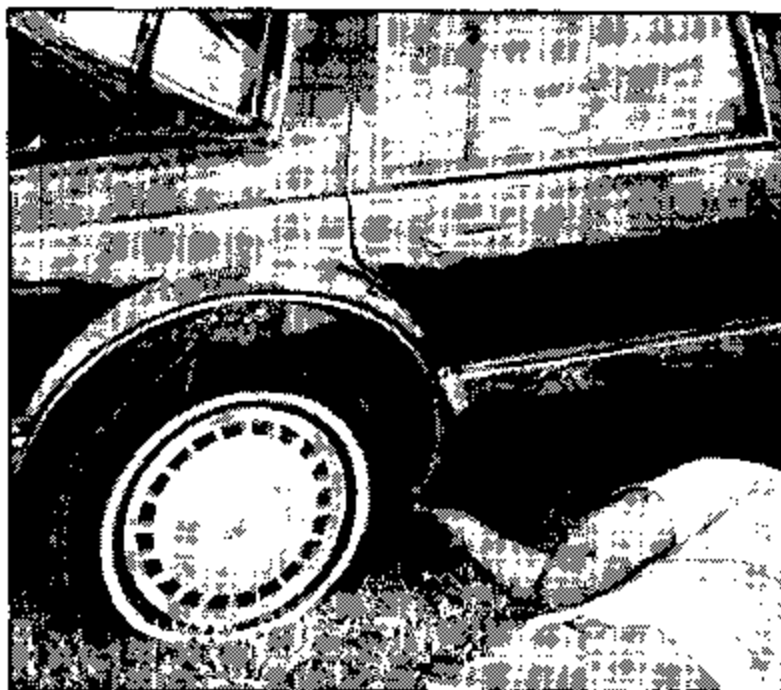
This was her lucky day.

Glen Cronin, a long-time friend of [redacted] came by and changed the tire for her. She then drove directly to the Firestone Tire and Service Center located at 110 N.E. 8th Street in Homestead.

"I went in to talk to Steve Marks the manager and told him what had just happened," [redacted] said. "I showed him the blown tire, but he was so rude to me and didn't even show any concern for my safety."

"I was told they would give me another Firestone tire for \$163 and I said I didn't want any more Firestone tires on my car."

Thursday around noon, Marks said he had no recollection of having talked to the elderly Florida City resident that Monday morning.



To the rescue... He may not have driven up in a big white horse (he drove up in an old Buick!), but as far as Betty Alexander is concerned, Glen Cronin is her rescuing knight in shining armor (he wore shorts and shirt sleeves!). Cronin took time out from his busy schedule to change the blownout Firestone tire that had exploded as Betty drove along Old Dixie Highway.

tires off her Caddy, went to Sears and bought new Goodyear tires instead.

However, determined to do something about her plight, she did not give up and soon found the 1-800 Firestone hotline number for the company's customers.

[redacted] also got their main number, as well as the Federal Department of Transportation number.

However, she did not stop

there. She found legal help.

"I've gotten an attorney to take my case and he's told me to hang on to my Firestone tires for evidence," [redacted] said. "I've seen on TV where Firestone tires that are not on the recall list are also exploding, and mine are not on the recall list but almost caused me to have an accident or worse."

"What if this had happened to me on the turnpike at a much higher speed?"