

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 125

Date Received

02-OCT-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

872001

 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) _____ (lasted attempt at windshield or drivers side)	Vehicle Make FIRESTONE	Vehicle Model FIRESTONE	Vehicle Year 1900	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ 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) _____ 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)

PE00020; ORIGINAL EQUIPMENT ON A 1997 FLEETWOOD JAMBOREE MOTORHOME TIRE SIZE LT22570R16 R4S. WHILE DRIVING 52 MPH ON THE HIGHWAY TREAD ON THE RIGHT REAR OUTSIDE TIRE SEPARATED. PLEASE GIVE ANY FURTHER DETAILS.*AK

CONTINUED ON BACK (RELEAS)

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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Reference No.

872001

 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 front of windshield on drivers side)	Vehicle Make FIRESTONE	Vehicle Model FIRESTONE	Vehicle Year 1900	Current Odometer Reading
---	----------------------------------	-----------------------------------	-----------------------------	--------------------------

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ 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) _____ 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)

PE00020; ORIGINAL EQUIPMENT ON A 1997 FLEETWOOD JAMBOREE MOTORHOME TIRE SIZE LT22570R16 R4S. WHILE DRIVING 52 MPH ON THE HIGHWAY TREAD ON THE RIGHT REAR OUTSIDE TIRE SEPARATED. PLEASE GIVE ANY FURTHER DETAILS.*AK

CONTINUED ON BACK (REVERSE)

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FOR AGENCY USE ONLY 125

Date Received

OCT 30 PM 3:22
02-OCT-2000OFFICE
DEFECTS INVESTIGATION

Od_or _____
rt_dt _____
ed_rt _____
up_ltr _____

Reference No.

872001

OWNER INFORMATION (Type or Print)

643354

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorized signature, NHTSA will not provide a copy of the report to the vehicle manufacturer.

☒ YES ☐ NO

Signature of Owner

Date 10/17/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1FDLE4057VAA0	Vehicle Make 2260 Fleetwood FIRESTONE	Vehicle Model Jamboree Rally FIRESTONE	Vehicle Year 1997 1900	Current Odometer Reading
Purchase Date 4-27-96	Dealers Name BROWARD RV	Engine Size (CID/CC/L) 6.9L	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection	
☒ New ☒ Used	City FT LAUDERDALE	State FL	Zip Code 33317	No Cylinders 10
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driver's Side Airbag ☐ 2-Point Belt ☒ Passenger's Side Airbag	Cruise Control ☒ Yes ☒ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Van ☐ Minivan ☒ Other MOTORHOME		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES:TREAD	Location ☐ Left ☐ Front ☒ Right ☒ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 2	Date(s) of Failure(s) 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)

PE00028- ORIGINAL EQUIPMENT ON A 1997 FLEETWOOD JAMBOREE MOTORHOME TIRE SIZE LT225/R16 R4S. WHILE DRIVING 52 MPH ON THE HIGHWAY TREAD ON THE RIGHT REAR OUTSIDE TIRE SEPARATED. PLEASE GIVE ANY FURTHER DETAILS.*AK
 LT225/75/R16/R4S TYPE TIRES. FIRST FAILURE, TREAD BLEW OFF ENTIRELY.
 2ND FAILURE ABOUT 18 INCHES OF TREAD CAME OFF. CHANGED THE REMAINING 4 TIRES ON 10-3-2000 AT WALTER BORG S. CAROLINA. COPIES OF INVOICES INCLUDED. (OVER)

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.

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

POSTAGE WILL BE PAID BY MAIL HWY TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

Official Business
Penalty for Private Use \$300

400 Seventh St., S.W.
Washington, D.C. 20590

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



☆ U.S. GPO: 1992 - 625-987 / 50086

The failed tire was changed by me on 9-29-2000
40 miles north of Myrtle Beach S.C.
The Firestone Dealer in N Myrtle Beach S.C.
replaced it free of charge. The failure on
10-3-2000 was changed in St. George S. Carolina
by Hill Tire Co. Replacement tires were
installed in Waltersboro SC. Two tires were
Firestone R45, that was the only tires they
had. The cost was \$71.00. The other two tires
were replaced with Michelin (Blind) tires at the
total cost for 4 tires at \$249.75. Partial
credit for 42% tread that was left on old
tires was allowed. The tires were 4 years old
and inflated to Fleetwood recommended PSI of 80 lbs.

NARRATIVE DESCRIPTION (CONTINUED)

* 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.

TIRE IDENTIFICATION NO. *	
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)	
MANUFACTURER/TIRE NAME	SIZE
Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail	

10-24-2000

Firestone Tire
Division of Bridgestone/Firestone, Inc
1200 Firestone Parkway
Akron, Ohio 44317

RE: TIRE FAILURES, FIRESTONE LT225/75/R16 R4S TYPE TIRES

Two tread separations were experienced by me using the above listed tires. The separations occurred on two dates, with about 125 miles between the two incidents. The first was on 9-29-2000. The entire tread separated and came off the tire in one motion. The second separation happened on 10-03-2000, about 125 miles from the first separation, with about 1/3rd of the tread dislocating from the tire.

The tires were the original equipment received on a Ford chassis, Fleetwood motor home, Jamboree model, 31 feet long. The purchase date by me, the original owner, was 9-27-1996. This vehicle had six tires mounted and a spare of the R4S type. One of the dealers involved in the dismounting of the second tire checked the date code and agreed that 1996 was the manufacture date of the tires.

I personally changed the first failed tire about 30 miles north of Myrtle Beach, S. C. on 9-29-2000. This was on Friday afternoon. On 9-30-2000, Saturday, I tried to get in touch with Firestone Customer Services listed on my warranty at 800-356-4644. I got nothing but voice mail that stated the hours were 8AM to 5PM Monday through Friday and then only if I had a report of the tires listed on your recall. The US Government hotline number worked much the same. On Monday, I call the Customer Service number again and was given another number to call if my complaint was not on the recall list. That number was 1-800-367-3872. The person there was not interested and advised me to contact a Firestone dealer for my complaint.

On 10-02-2000, I found a true Firestone dealer in North Myrtle Beach, S. C. He inspected the remains of my tire and replaced the tire free of charge. He did ask what inflation PSI I carried in my tires. I told him that Fleetwood recommended 80PSI in the rear tires of the vehicle and 65PSI in the front tires. The two failures were both on the right rear, which fortunately, were dual tires. To the best of my knowledge, the first failure was inflated to 80 PSI and I am sure that the second failure was inflated to this value.

The vehicle sat until 10-02-2000. On this date, I moved south and about 125 miles later, the inside rear tire separated leaving about 2/3rds of the tread intact. I slowly moved off the Interstate highway 95, traveling about 15 miles, found a safe location, and called for assistance of my Insurer. The service technician replaced the tire with my spare. I followed him to his Independent Firestone Tire store, Hill Tire, at St. George, S. C. I spoke to the owner about replacing the remaining four tires that were left of the original equipment, and he said Firestone did not replace anything over 3 years old.

I then traveled about 20 miles further south trying to find a Firestone dealer. The nearest dealer I could find was another Hill Tire Center in Walterboro, S.C. I was still trying to get all the original 4 tires replaced and a spare tire, since I had about 750 miles left to get home. This dealer checked the remaining tread on my tires and advised me he would only allow me credit for 42% if the tread he found left on the remaining tires. He agreed to replace the four tires for \$189.00. I agreed on this price. The problem arose that he could not find four Firestone tires of this size, he only had two tires and nearby dealers, probably the one I had left in St. George, S.C. did not have any either. He then offered two (BL.EM) Michelin tires at the cost of \$269.00 for the two. I had little choice but take what he had. I was allowed a credit adjustment of \$109.96 for the four original tires that were removed from my vehicle.

The total bill for the four tires removed and replaced was \$249.75. I still have one of the original tires left as a spare that I want replaced.

The information off this tire is 225/75/R16 MS R4S SN917K N09R Load range E 22577UR2099805-5.

Page 2

I am inclosing a copy of my bills for the transactions covered above. I feel that this tire belongs in the same category as the tires on the present recall list for the Ford Explorer vehicles. I also feel that replacement should be done free of charge and the \$249.00 I spent should be refunded by Firestone. I realize the tires are 4 years old, but they showed no signs of separation and were properly inflated according to the stated information I have from Firestone and Fleetwood. Also, I feel that the remaining tire I have, as a spare should also be replaced by Firestone.

I am also inclosing a picture of the first tire that failed on 9-29-2000. This failure happened at the speed of 52 miles per hour, and if it had not been a dual tire, serious injury and or damage could have happened.

I am also sending a copy of this letter, bills, and picture to the National Highway Traffic Safety Administration, US Department of Transportation, 400 7th St. SW, Washington, DC. 20590

I would appreciate hearing from you as soon as possible. I feel I must change out the spare tire with a new one before I can travel again. I have a trip planned for 11-14-2000.

The Vin number of the motor home is 1FDLE4QS7VHA0.



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

Customer Invoice
005645
10/02/2000

FIRESTONE TIRE & SERVICE CENTERS
1325 HWY 17 SOUTH
NORTH MYRTLE BEACH, SC. 29587

Service Advisor:
01 RM
803.272.1894

CARD #
Lic #
In: 10/02/00 9:35AM
Out: 10/02/00 9:46AM
Vin #
Mileage: 0

Store # 023078

RETAIL SALE

Description	Article Number	T#	Qty	Unit Price	Extended Price	Job Total
FIRESTONE TIRE STEELTEX R4S II LT225/75R16 E	151106	08	1	N/C	N/C	0.00

Technician: 08 ME PAUL

Payment History:

Summary:

Parts	0.00
Labor	0.00
Shop Supplies	0.00
Sub-Total	0.00
Tax	0.00
Total	\$0.00

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

All parts are new unless otherwise specified.

R 45

See

reverse side for Warranty

Information



Hill Tire Center

Earning Your Trust Since 1968

***** RETAIL INVOICE *****

10/03/00 3:05pm
HILL TIRE CENTER
1204 HAMPTON ST.
18431 649-5313
WALTERBURG, SC. 29485



Order No.	Order No.
CASH#	31477
Order Date	Inv Date
10/03/00	10/03/00
Store	Inv No.
13	30221K3

Page 1 of 1

Vehicle Information

License :
Make :
Model :
Year : 0
Mileage : 0.0
Hand Ticket: 31477

C
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R

Phone: / -

Sales Person: JS House Account

Purchase Order No:

Item Number	Description	Quantity	Price	FET	Disc	Extended
99	225/75R16 MICHELIN LTX E BLEND	2.00	129.95	0.00	0.00	259.90
WD	SOLID WASTE TAX TIRES	2.00	2.00	0.00	0.00	4.00
287446	225/75R16 F80 SILTEX R4S BLK E NA	2.00	35.95	0.00	0.00	71.90
WD	SOLID WASTE TAX TIRES	2.00	2.00	0.00	0.00	4.00
C	ADJUSTMENT CREDIT ON 2-	-2.00	54.95	0.00	0.00	-109.90
C	225/75R16 ST. TEX R4S	1.00	0.00	0.00	0.00	0.00
SS	SHOP SUPPLIES/ENVIRONMENTAL FEE	1.00	0.00	0.00	0.00	0.00
C	CLAIM NO. 0236805	1.00	0.00	0.00	0.00	0.00
Payment Type	VISA/MC	249.75				

Sub Total 229.84

Tax Total 18.91

Amount Due 249.75

T
E
R
M
S

Tire	Discount	FET	Parts	Labor	Other
331.80	0.00	0.00	8.00	0.00	249.75

X

**** RETAIL WORK ORDER ****
 10/03/00 10:19pm
 MILL TIRE ST. GEORGE
 5811 JAY EILTON BLVD.
 SAINT GEORGE, SC. 29477

CASH14 144750
 10/03/00 / /

CASH14

Page 1 of 1

Vehicle Information
 License :
 Make :
 Model :
 Year : 0
 Mileage : 8.8
 Hand Tickets 144750

Phone: / -

MS HOUSE ACCOUNT

RS	ROAD SERVICE	1.00	35.00	0.00	0.00	35.00
TDM	DISCOUNT AND MOUNT-TRUCK TIRE	1.00	18.00	0.00	0.00	18.00
SS	SHOP SUPPLIES/ENVIRONMENTAL FEE	1.00	5.30	0.00	0.00	5.30

Dory

W/C

5474 9795 0007 2500
 x 05/02

Curtis Cash

1-800-999-3640

Opt. 1

For 805-384-8863

58.30

0.00

58.30

AP 087 290
 Ref. 0677

0.00 0.00 0.00 5.30 53.00 0.00

