

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 117

Date Received

11-OCT-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

872749

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 or drivers side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GKGK26N5RJ769094		FIRESTONE	FIRESTONE	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	Antilock Brakes	Restraint System		Cruise Control	Drive Train
☐ Manual ☐ Automatic	☐ Yes ☒ No	☒ 3-Point Belt ☐ Motorside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag		☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type		Body Style			
☐ Car ☐ Van ☐ Minivan ☐ Other _____		☐ Sport Ult ☐ Truck ☐ Motorcycle ☐ Other _____		☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02710000	Part Name(s) TIRES:BEAD	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 03-AUG-2000 Mileage at Failure(s) 54 Vehicle Speed at Failure(s) 2		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	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WAS AT A STOP LIGHT WHEN RIGHT REAR TIRE WENT FLAT. PULLED OVER, CHECKED THE TIRES, AND NOTICED TIRE HAD CRACKS ON SIDEWALL NEAR THE CAUCUS OF TIRE. OTHER TIRES & SPARE HAD ALSO THE SAME CRACKS. TOOK VEHICLE TO TIRE RETAILER AFTER REPLACING TIRE. ALL FIVE TIRES WERE REPLACED. FIRESTONE, LT 245/75R16 WITH 50,000 MILES. ON A 1994, CHEVROLET, SUBURBAN, AK

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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 Rt_dt _____
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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 or drivers side) 1GKGK26N5RJ769094		Vehicle Make FIRESTONE	Vehicle Model FIRESTONE	Vehicle Year 1900	Current Odometer Reading
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 _____					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02710000	Part Name(s) TIRES:BEAD	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 03-AUG-2000 Mileage at Failure(s) 54 Vehicle Speed at Failure(s) 2		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	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WAS AT A STOP LIGHT WHEN RIGHT REAR TIRE WENT FLAT. PULLED OVER, CHECKED THE TIRES, AND NOTICED TIRE HAD CRACKS ON SIDEWALL NEAR THE CAUCUS OF TIRE. OTHER TIRES & SPARE HAD ALSO THE SAME CRACKS. TOOK VEHICLE TO TIRE RETAILER AFTER REPLACING TIRE. ALL FIVE TIRES WERE REPLACED. FIRESTONE, LT 245/75R16 WITH 50,000 MILES. ON A 1994, CHEVROLET, SUBURBAN, AK

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1-888-327-4238

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FOR AGENCY USE ONLY 117

Date Received

OCT 30 AM 10:11
11-OCT-2000OFFICE
DEFECTS INVESTIGATION

Od. or

St. of

od. rt

up. itr

on

Reference No.

872749

Work Number

Home No.

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

☒ YES☐ NO

Signature of Owner

Date 10/20/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1GKGK26N5RJ768094		Vehicle Make GMC FIRESTONE	Vehicle Model SUBURBAN 2500 FIRESTONE	Vehicle Year 1994 1990	Current Odometer Reading 54800
Purchase Date 3/20/1994	Dealers Name VILA MARIN		Engine Size (CID/CC/L) 7.4 L	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
☒ New ☐ Used	City STATEN ISLAND State NY Zip Code		No Cylinders 8		
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ 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 ☒ Sport Utl. Truck ☐ Motorcycle ☐ Other
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02710000	Part Name(s) TIRES: BEAD - CRACKS ON SIDE WALLS EXTENDING FROM TREAD FIRESTONE TIRES - ORIGINAL EQUIPMENT	Location ☐ Left ☐ Front ☒ Right ☒ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 03-AUG-2000 Mileage at Failure(s) 54,000 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? ☒ Yes ☐ No ONE ONLY	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	Reported to Police ☐ Yes ☒ No
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CRACKS STARTED WHERE TREAD MET THE SIDEWALL - EVERY JOINT ON BOTH SIDES OF THE TIRE (ABOUT 100 CRACKS). THE TIRE LEAK WAS THRU FIVE SIDE WALL CRACKS. TIRE PRESSURE WAS 40 LB. ON NEW TIRES (DODGE CHUCK). TOOK THE SPARE TO A FIRESTONE DEALER ON STATEN ISLAND, WHO STATED THAT CRACKS ON THESE TIRES ARE NORMAL (?), AND THEY SEE THEM ALL THE TIME. NO OVERHEATING PROBLEMS.

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.*

DOT LT245/75R16

MANUFACTURER/TIRE NAME
FIRESTONE

SIZE

16 inch.

* 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)

WENT TO MY GMC DEALER VILK-MARIN SO THAT I COULD LODGE A COMPLAINT WITH GMC
SO THAT IT WOULD BE ON RECORD. THE DEALER REFUSED TO GIVE ME A TELEPHONE OR ADDRESS, AND I WOULD
HAVE TO GET IT ON THE INTERNET (IT IS NOT ON IT).

THE FIRESTONE DEALER LIKEWISE WOULD NOT GIVE ME AN ADDRESS ONLY A TELEPHONE NUMBER
THE TELEPHONE NUMBER DOESN'T EXIST TO YOU - WHERE THE DEALER IS LOCATED.

THE ABOVE "STONEWALLING" IS VERY FRUSTRATING. I WONDER IF THERE ARE MORE
COMPLAINTS WHICH WERE NOT CARRIED FURTHER.

CONSUMER'S UNION, HOWEVER, WAS VERY HELPFUL AND GAVE ME YOUR TELEPHONE NUMBER

★ U.S. GPO: 1982-022-987/60086

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

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POSTAGE WILL BE PAID BY NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.

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

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