

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

24-OCT-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

873763

 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 driver's side) 1GWH55M4RV407030		Vehicle Make KELLY SPRINGFIELD	Vehicle Model KELLY SPRINGFIELD	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 02700000	Part Name(s) TIRES	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 06-AUG-2000 Mileage at Failure(s) 91 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)

NOTICED CRACKS ON SIDEWALLS OF TIRES AFTER BUYING VEHICLE. THE CRACKS WERE IN THE MIDDLE & NEAR THE TREAD. TOOK VEHICLE TO TIRE RETAILER DEALER & HAD ALL FOUR TIRES EXCHANGED. KELLY SPRINGFIELD P215/65R15 WITH 91,000 MILES. 1994 OLDSMOBILE CUTLASS.

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 117 Date Received _____ 06 NOV - 9 AM 4:00 2000 OFFICE DEFECTS INVESTIGATION Reference No. 873763 Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print) [Redacted]		DEFECTS INVESTIGATION 649998	
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 bottom of windshield on driver's side) 1GWH55M4RV407030		Vehicle Make OLDSMOBILE Vehicle Model CUTLASS Vehicle Year 1994 Current Odometer Reading 95,099	
Purchase Date 08/06/00 ☐ New ☒ Used		Dealer's Name BIL DODGES City BRUNSWICK State ME Zip Code _____ Engine Size (CID/CC/L) 3.7L No Cylinders 6 ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☒ Automatic	AntiLock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
Drive Tran ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☐ Sport Ut ☐ Truck ☐ Motorcycle ☒ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02700000	Part Name(s) TIRES	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures NONE	Date(s) of Failure(s) 06-AUG-2000 Mileage at Failure(s) 91 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 NONE	Number of Fatalities NONE
Estimated Property Damage \$0.00		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
NOTICED CRACKS ON SIDEWALLS OF TIRES AFTER BUYING VEHICLE. CRACKS WERE IN THE MIDDLE & NEAR THE TREAD. TOOK VEHICLE TO TIRE RETAIL DEALER & HAD ALL FOUR TIRES EXCHANGED. KELLY SPRINGFIELD P215/65R15 WITH 91,000 MILES. 1994, OLDSMOBILE CUTLASS, *AK			
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.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* 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)

To whom I may concern. 11/01/00
I bought a 1994 Oldsmobile cutlass Supreme
on aug, 06/00, on a Saturday. The auto was closed
on a Saturday, so Monday Bought the to
Bill Dodge Oldsmobile in Brunswick, Me.
and they Repaired to Replace the tires, so later
on Thursday, I went to Sears, in Lewiston, Maine
and Replace all Four (4) Tires For the price
off \$445.02 with new Tires.
also they were checks on all Four Tire walls,

[Redacted]

11/01/2000

☆ U.S.G.P.O. 1992-521-987/8200

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

SEARS

Auto Center



[Redacted]
 10 East Ave
 Lewiston, ME 04240
 (207) 786-8743
 PA Number:

MAKE/MODEL/YEAR/TYPE/NO. 1
 1994 BIR
 LOCATION
 TIME IN
 08/07/2000 07:25 PM
 ODOMETER MI
 87841
 COMPUTER CUT

INITIAL ESTIMATE	REVISED ESTIMATE	CREATED BY
PARTS \$391.96	\$325.96	231951
LABOR \$39.96	\$39.96	
OTHER \$0.00	\$0.00	
TAX \$19.40	\$19.10	
TOTAL \$451.32	\$445.02	
DATE/TIME OF ESTIMATE 08/07/2000 07:25 PM	DATE/TIME OF REVISED 08/07/2000 07:32 PM	PAYMENT TYPE CASH ☐ CREDIT ☐ CHECK ☐

YES NO
 08/07/2000 08:00 PM
 08/07/2000 07:38 PM

AUTHORIZATION BY
 IN PERSON ☐ PHONE ☐
 CONTACTED BY
 DATE TIME

AUTHORIZATION BY
 IN PERSON ☐ PHONE ☐
 CONTACTED BY
 DATE TIME

REMOVED COMMENTS:
 MOUNT FOUR NEW TIRES. DECLINE FREE ALIGN C&K TO LAT TODAY

LATITUDE: 30.75, RIN WIDTH: 6

See reverse for important warranty terms and other information.

LUG NUT TORQUE FT/LB: 110/100

QTY	PS	DESCRIPTION	PRICE	PRICE	TEOL
4	PS 09573446	TIRE, P215/65S15 M	\$92.99	\$371.96	
4	LB 19012000	BALANCE, LIFE OF TIRE	\$9.99	\$39.96	
4	PS 09598741	VALVE, RUBBER STE	\$2.50	\$10.00	
4	EF 082021	STATE ENVIRONMENTAL FEE	\$1.00	\$4.00	

SEARS Lewiston, ME 04240 08/07/2000 07:38 PM	
RETAIN FOR COMPARISON WITH MONTHLY STATEMENT OR FOR RETURN OR EXCHANGE	
09573446 QTY:4	
TIRE, P215/65S15 M	\$371.96
19012000 QTY:4	
BALANCE, LIFE OF	\$39.96
09598741 QTY:4	
VALVE, RUBBER STE	\$10.00
082021 QTY:4	
STATE ENVIRONMENTAL	\$4.00

ALL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED

WARRANTY INFORMATION / CSA COMMENTS / TECHNICIAN COMMENTS

ITEM COMMENTS:
 09573446: MICHELIN WEATHERWISE STEEL BELTED RADIAL DISTINCT TREAD DESIGN FOR OUTSTANDING WET TRACTION. NEW DESIGN REDUCES ROLLING RESISTANCE AND SAVES FUEL. S-SPEED RATED RAISED BLACK LETTERS UTM 480/4/8

WARRANTY:
 09573446 : 65,000 Warranty Miles; Tread Depth 10

Parts SubTotal :	\$325.96
Labor SubTotal :	\$39.96
Reductions SubTotal :	\$0.00
SubTotal :	\$445.92
Tax : 5.000%	\$19.10
Total :	\$445.02
Credit Tendered :	\$445.02

CARDTYPE : SEARS ACCOUNT
 ACCT # : XXXXXXXX0738/000/000
 SEARS ACCOUNT TOTAL : \$445.02

PURCHASED UNDER MY SEARS ACCOUNT AND SECURITY AGREEMENT, INCORPORATED BY REFERENCE. I GRANT SEARS A SECURITY INTEREST IN THIS MERCHANDISE UNTIL PAID. UNLESS PROHIBITED BY LAW.
 \$445.02

ALL LUG NUTS ON CUSTOM AND ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

APPLYING TIRES TO YOUR VEHICLE WITH A LOWER SPEED RATING THAN THE ORIGINAL EQUIPMENT TIRE FOR YOUR VEHICLE IS NOT RECOMMENDED AND MAY CHANGE THE HANDLING AND PERFORMANCE OF THE VEHICLE. YOUR VEHICLE SHOULD NOT BE OPERATED AT SPEEDS IN EXCESS OF THE REPLACEMENT TIRE'S SPEED RATING.

LEADING TIRE MANUFACTURERS RECOMMEND THAT THE TIRES WITH THE BEST TRACTION BE MOUNTED ON THE REAR OF THE VEHICLE. EVEN ON FRONT WHEEL DRIVE VEHICLES, FOR BETTER PERFORMANCE ON WET AND SLICK ROADS.

YOU ARE ENTITLED TO RECEIVE REPLACED AND REMOVED PARTS, OTHER THAN EXCHANGED OR WARRANTED PARTS WHICH WILL BE AVAILABLE FOR YOUR INSPECTION. OBTAIN FULL WARRANTY BENEFITS. YOU MUST PRESENT YOUR RECEIPT AND THE DEFECTIVE PRODUCT OR THE VEHICLE ON WHICH THE SERVICE WAS PERFORMED.

SALES CHECK # 069020433538

SATISFACTION GUARANTEED

(Page 1 of 1)

RETURN OLD PARTS TO CUSTOMER