

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 255

Date Received

03-NOV-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

874311

 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"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	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"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult. Truck <input type="checkbox"/> Motorcycle	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
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)

THIS FIRESTONE TIRE LT225/75R16 DOT:VD1L1XD227. TIRE WAS ON A MOTORHOME WHEN TREAD BEGAN TO SEPARATE. TREAD CAUSED DAMAGE TO THE MOTORHOME ITSELF. FIRESTONE HAS BEEN CONTACTED.*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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National Highway Traffic Safety Administration

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Data Received 03-NOV-2000	Od_or _____
	rt_dt _____
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	up_ltr _____
Reference No. 874311	

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
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel
			<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"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	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"/> Van <input type="checkbox"/> Minivan <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)

THIS FIRESTONE TIRE LT225/75R16 DOT:VD1L1XD227. TIRE WAS ON A MOTORHOME WHEN TREAD BEGAN TO SEPARATE. TREAD CAUSED DAMAGE TO THE MOTORHOME ITSELF. FIRESTONE HAS BEEN CONTACTED.*AK

CONTINUED ON BACK PLEASE

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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] 653139		Date Received 01 NOV 17 PM 1:12 03-NOV-2000 OFFICE OF INVESTIGATION	
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.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Signature of Owner [Redacted]		Reference No. 874311 Work Number [Redacted] Home Number [Redacted]	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1E1LE40S4YRB95967		Vehicle Make FIRESTONE	Vehicle Model FIRESTONE
Vehicle Year 1998/1998		Current Odometer Reading 11,405	
Purchase Date 04/27/00	Dealer's Name Crowder RV Center Johnson City State TN Zip Code 37601		Engine Size (CID/CC/L) No Cylinders 10
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	<input type="checkbox"/> Turbo Diesel <input checked="" type="checkbox"/> Gas 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 checked="" type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other motorhome	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 Tread-Came off like a (Re-Tread)	Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 1?	Date(s) of Failure(s) 09/24/00 Mileage at Failure(s) 11,300 Vehicle Speed at Failure(s) 60-62 mph -Three (3) other tires had bulges	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 0	Number of Fatalities 0
Estimated Property Damage \$ 2,232.14 + Tires - \$969.50		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
THIS FIRESTONE TIRE LT225/75R16 DOT:VD1L1XD227. TIRE WAS ON A MOTORHOME WHEN TREAD BEGAN TO SEPARATE. TREAD CAUSED DAMAGE TO THE MOTORHOME ITSELF. FIRESTONE HAS BEEN CONTACTED.*AK			
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.*

D O T V D L I L I X D 2 2 7

MANUFACTURER/TIRE NAME

FIRESTONE

SIZE

LT 225/75R16

* 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)

On Sept. 24, 2000, near Wytheville, Va. on I-81, the right outside tire on the rear of our motorhome blew out. There was no warning except a few seconds of flapping noise, when the rubber was flying off the tire casing and striking the sides and under-coverage of the vehicle.

I slowed down, and proceeded to pull off the highway onto the emergency lane, when at this time I heard a loud (Bang) when the tire actually blew.

All six tires plus (spare) were checked on the 23rd of Sept. and inflated to the proper P.S.I. as we were on vacation for next two weeks and had planned to drive several hundred miles.

An estimate of damages is attached to this incident report - along with other expenses.



★ U.S. G.P.O.: 1992 - 825-897 / 60288

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



Jan. 13, 2001

U.S. Dept. of Transportation
N.H.T.S.A.


I apologize for not getting back with your requested information sooner.

I was unable to obtain an estimate until 01/10/01.

I do appreciate your concern. We had just gotten the run-around on numerous telephone calls to Firestone, until we contacted N.H.T.S.A.

Finally, the first week of January we received the enclosed letter from Firestone acknowledging we did exist. Their apology was only for any inconvenience we may have encountered.

Also, we have complied with their suggestion in regards to visiting a Firestone Service Center. We have on at least three (3) occasions. They advised me all they got was a run-around from the Company (Firestone).



FILE NO: 874311



BRIDGESTONE/FIRESTONE TIRE SALES COMPANY

One Bridgestone Park
P.O. Box 140991
Nashville, Tennessee 37214-0991
Phone: (615) 391-0088
Facsimile No.: (615) 872-2621

12/28/00

Dear [REDACTED]

We have received a copy of your letter submitted to the National Highway and Transportation and Safety Administration.

We would like to apologize for any inconvenience that you have encountered because of the recent information published on the Voluntary Safety Recall of the Firestone ATX P235/75R15 produced in all US plants, and the Wilderness AT P235/75R15 produced in our Decatur, IL plant (VD in the first 2 digits of the DOT #.)

Please feel free to visit any company owned Firestone Service Center to a free tire inspection. This inspection may be able to determine the exact cause of the tire failure.

If you have any further concerns, please contact us at the following address: One Bridgestone Park, Nashville, TN 37214.

Sincerely,

Bridgestone/Firestone Tire Sales Company

DOT-^{S.A.} 9/24/00 11,405 miles
on tires

VD 11-1XD-22

LT 225/75R16

M+S

Load Range - E

CROWDER R. V. CENTER, INC.

Telephone
(423) 282-5011

4533 Bristol Highway
Johnson City, TN 37601

Toll Free
1-800-542-4548

Federal ID#62-1045073

NAME [REDACTED]		DATE 5/10/01	
YEAR 98	MAKE MAVERICK	MODEL	LICENSE NO.
INSURANCE CARRIER	ADJUTER	PHONE	SER. No. FOLE 4054UHB7586

OPERATIONS	PART No.	PARTS	LABOR
Rebuild compartment behind wheel near wheel			520 00
Replace comp door behind rd near wheel all door need to be removed to get to this door	144	47	320 00
Replace rd near wheel flap		30	00
Repair rd near wheel housing			195 00
Repair wiring			195 00
replace side marker light			
replace wheel extension	43	07	35 00
repair extend door panel			65 00
Paint trim		75	00
fast + coating		75	00
Shop supplies		25	00
TOTALS	392	54	1660 00
WRECKER SERVICE			
TAX			179 60
TOTAL OF ESTIMATE			2232 14

INSURED PAYS \$ _____ INS. CO. PAYS _____ R. O. No. _____

INS. CHECK PAYABLE TO _____

The above is an estimate, based on our inspection, and does not cover additional parts or labor which may be required after the work has been opened up. Occasionally, after work has started, worn, broken or damaged parts are discovered which were not noted on first inspection. Quotations on parts and labor are current and subject to change.

EST. MADE BY [REDACTED]

AUTHORIZATION FOR REPAIR. You are hereby authorized to make the above specified repairs to the car described herein.

SIGNED _____ DATE _____

This is what Crowder R.V. Adviser it will cost to repair our motor home.
J.C. [Signature]

11-28-

TIRE TOWNE

306 N. KINGS HWY., MYRTLE BEACH, S.C. 29577 • 448-5041 •

Mr or Mrs [REDACTED]

I am sorry I did not respond A...

Enclose is a reprint of invoice for
tires - as per request. As per Mr. [REDACTED]
he was concerned with the Firestone tires
on his new Maverick Coach since (1) they
came apart and did damage to his
Coach. Mr Cumbo was concerned for
& his wife's safety. While Mr Cumbo
was @ our location, a fairly new
ambulance was here with the same
type of tire (Firestone) that came apart.
Upon further safety consideration we
decided to replace all the tires.

Lamier DeFord
Store mgr -

During the congressional hearings, Mr Lampe, now [REDACTED]
told Congress that if a customer with Fstone tires felt
unsafe, even if they had not part of the recall
they should replace the tires
even with a competitor's brand. - Budge - call Mr Lampe

MICHELIN

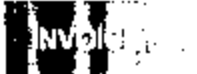


TIRE TOWN OF MYRTLE BEACH, INC.

306 NORTH KINGSTON HIGHWAY
PO BOX 1000 BOX 2217
MYRTLE BEACH, SOUTH CAROLINA 29578
PHONES: 418-7035 EXT 448/5044



CASH THANK YOU



SALE	WORK ORDER NO	MILEAGE	YEAR	MAKE	MODEL
	WAIT	2122		MUMUKIC	MO

PK NO.	DESCRIPTION	LABOR	FET
	<p>DISPOSAL FEE</p> <p>COMPUTER WITH BALANCE</p> <p>XPS</p> <p><i>Vehicle is new has new High pressure</i></p>		

CHARGE FOR SERVICES RENDERED OF 2% PER MONTH (24% PER ANNUM) IF BALANCE IS NOT PAID WITHIN THE TERMS SET FORTH ABOVE. THE CHARGE WILL BE PAID BY THE BUYER. THE BUYER SHALL BE RESPONSIBLE FOR ESTIMATED COSTS ASSOCIATED WITH DELIVERY AND REASONABLE, IF NECESSARY TO INSTITUTE LEGAL ACTION TO ENFORCE THIS VOICE, BUYER AGREES TO PAY ALL NECESSARY FEES AND ATTORNEY'S FEES.

SIGNATURE

TOTAL SALES
TOTAL LABOR
PAY THIS AMOUNT

Check Credit Card



MICHELIN

TIRE TOWN
OF MYRTLE BEACH, INC.

UNIROYAL

BFGoodrich
Tires

CUSTOMER

CASH THANK-YOU!

306 NORTH KINGS HIGHWAY
POST OFFICE BOX 2217
MYRTLE BEACH, SOUTH CAROLINA 29578
PHONES: 448-7035 OR 448-5044

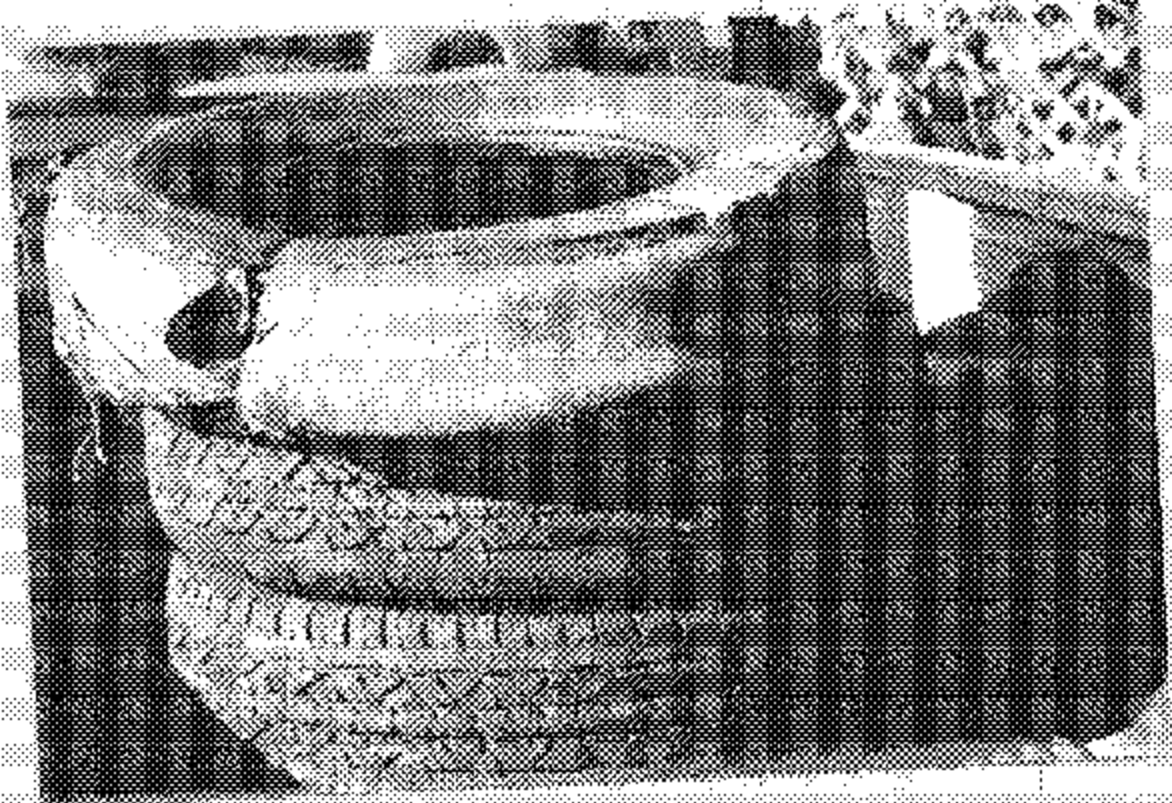
RIKEN

INVOICE NO. INDI047663

DATE 09/27/00

ACCOUNT NO.

SALESMAN	TYPE OF SALE	WORK ORDER NO.	MILEAGE	LICENSE NO.	YEAR	MAKE	MODEL	PALM NO.
LA	TRK							
QTY.	STOCK NO.	DESCRIPTION			LABOR	FET	PRICE	EST. PRICE
1	4118	215/65R16 MTR						\$70.00
1	4118	215/65R16 MTR						\$70.00
1	4118	215/65R16 MTR						\$70.00
TERMS: NET 10% PERIOD A LATE CHARGE FOR SERVICES RENDERED 0.2% PER MONTH 24% PER ANNUM. THE ABOVE IS TO BE PAID TO YOUR ACCOUNT FOR ANY AMOUNTS NOT PAID WITHIN THE TERMS SET FORTH ABOVE. THE CHARGE IS TO BE MADE ON THE DATE OF DELIVERY. SALES TAXES AND FEES IN ORDER TO REIMBURSE SELLER FOR ESTIMATED COSTS ASSOCIATED WITH DELIVERY. COSTS SALES TAXES AND FEES THAT THESE CHARGES IS FAIR AND REASONABLE AND NECESSARY TO INSURE LEGAL ACTION. THESE CHARGES ARE NOT TO BE PAID WITHOUT THE KNOWLEDGE OF THIS INVOICE. BUYER AGREES TO PAY ALL NECESSARY COSTS AND ADMINISTRATIVE FEES.					TOTAL SALES TAX 43.50 TOTAL LABOR 422.00 PAY THIS AMOUNT 467.50			
CUSTOMER SIGNATURE								



FILE NO:

874311



BRIDGESTONE/FIRESTONE TIRE SALES COMPANY

One Bridgestone Park
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Nashville, Tennessee 37214-0991
Phone: (615) 391-0088
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Bridgestone/Firestone Tire Sales Company