

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 294

Date Received

03-NOV-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

874368

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 STEELTEX	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) _____ Mileage at Failure(s) <u>17</u> 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)

ORIGINAL EQUIPMENT ON A 1999, SUBURBAN LT245/75R16 SIZE. THERE ARE DIMPLES ON ALL FOUR TIRES THAT RUN FROM THE BEAD OF THE RIM TO WHERE THE TREAD MEETS THE SIDEWALL. FIRESTONE HAS INSPECTED THE TIRES.*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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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 STEELTEX	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) _____ Mileage at Failure(s) <u>17</u> 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)

ORIGINAL EQUIPMENT ON A 1999, SUBURBAN LT245/75R16 SIZE. THERE ARE DIMPLES ON ALL FOUR TIRES THAT RUN FROM THE BEAD OF THE RIM TO WHERE THE TREAD MEETS THE SIDEWALL. FIRESTONE HAS INSPECTED THE TIRES.*AK

CONTINUED ON BACK (SEE)

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DOT Auto Safety Hotline		FOR AGENCY USE ONLY 284	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) 653432		Date Received: 03-NOV-2000 12:02 PM OFFICE OF INVESTIGATION Reference No. 874368	
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: 11/18/00		Work Number: _____ Home Number: _____	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
1GNFR1G8XJ861946	FIRESTONE	STEELTEX	1999
Purchase Date: April	Dealer's Name: Wynn Kelly Chevrolet	Engine Size (CID/CC): 350ci	Current Odometer Reading: 17049
☐ New ☒ Used	City: Clarksville State: Ind Zip Code: 47040	No Cylinders: 8	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
☐ Manual ☒ Automatic	☒ Yes ☐ No	☒ Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	☒ Yes ☐ No
Drive Train	Vehicle Type	Body Style	
☐ Front ☒ Rear ☒ 4-Wheel	☐ Car ☒ Sport Utility Truck ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	☐ 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: 4	Date(s) of Failure(s): _____ Mileage at Failure(s): 17 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	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
ORIGINAL EQUIPMENT ON A 1999, SUBURBAN LT245/75R16 SIZE. THERE ARE DIMPLES ON ALL FOUR TIRES THAT RUN FROM THE BEAD OF THE RIM TO WHERE THE TREAD MEETS THE SIDEWALL. FIRESTONE HAS INSPECTED THE TIRES. AK As mileage became greater, tires became worn, with more defects in side walls.			
CONTINUE ON BACK IF NEEDED			
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GM leave vehicle out base

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

THE IDENTIFICATION NO.:

D O 1

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)

Done

Line 2 ✓

Line 3

Fire 4

DOT. VN11VAA 259

DOT: UNIIAAS 259

DOT VN 14A 269

DOT VAN-11269

Had to replace 4 tires with new
General Motor would not warranty tires just
said they are cosmetic areas of concern
General Motor promised me a statement on
this is untrue but now refuses to send me
anything

★ U.S. G.P.O.: 1962 - 623-957 / 800000

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

400 Seventh St., S.W.
Washington, D.C. 20530

**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

CUSY0 NAME: ADDRESS: CITY/ST: HOME PH:		VEHICLE INFORMATION YEAR MAKE MODEL 1999 CHEVY TRUCK C4150X SUBURBAN V8-350 LICENSE # MS38081 V.I.N.		INITIAL ESTIMATE PARTS \$485.56 LABOR \$99.96 OTHER \$0.00 TAX \$24.20 TOTAL \$609.72		REVISED ESTIMATE \$479.56 \$99.96 \$0.00 \$23.90 \$603.42		CREATED: 02/08/00 10/24/2000 03:33 PM	
STORE INFORMATION 6794 - S E A R S 10300 Little Patuxent Pkwy. Columbia, MD 21044 (410) 957-6595 EPA Number: Repair Number:		TIME IN 10/23/2000 06:24 PM ODOMETER IN 17604		COLOR BRONZE LOCAT ON CIRCLE TIME OUT ODOMETER OUT		DATE/TIME OF ESTIMATE 10/23/2000 06:24 PM		DATE/TIME OF REVISED 10/24/2000 03:33 PM	
AUTH NO YES		ORGP OFF NO		PROMISED TIME 10/24/2000 05:00 PM		TIRE INSTALLATION INSTRUCTIONS SP [] [] [] [] [] [] [] [] SAVE OLD TIRES [] [] [] []		LOCKS [] [] [] [] [] [] [] []	
REFERENCE NUMBER NDA000073		PRINTED ON 10/24/2000 03:33 PM		AUTHORIZATION BY IN PERSON [] PHONE []		CONTACTED BY DATE TIME		PHONE NUMBER	

QTY	ITEM #	DESCRIPTION OF MERCHANDISE	PRICE EA.	EXTENSION	TAX
4	PS 09575818	TIRE, 225/75J16 MC ACAPTO	\$18.99	\$467.96	
4	LB 19012000	TIRE, LOADS, PERFORMANCE	\$10.99	\$43.96	
4	PS 09598741	VALVE, RUBBER STEER	\$2.50	\$10.00	
4	LB 19013505	ROAD HAZARD, PLUS AGREEMENT	\$14.00	\$56.00	
4	EE 088001	STATE ENVIRONMENTAL FEE	\$0.40	\$1.60	

THIS IS NOT A RECEIPT
NO PAYMENT REQUIRED
THIS IS A NUMBER

THIS IS NOT A RECEIPT
NO PAYMENT REQUIRED
THIS IS A WARNING

THIS IS NOT A RECEIPT
NO PAYMENT REQUIRED
THIS IS A PURCHASE ORDER

THIS IS NOT A RECEIPT
NO PAYMENT REQUIRED
THIS IS A MEMORANDUM

ALL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED

EM: WARRANTY INFORMATION; CSA COMMENTS; TECHNICIAN COMMENTS

ITEM COMMENTS:
09575816: MICHELIN XCY OPT STEEL BELTED ALL SEASON RADIAL OPTIMIZED STABLE CONTACT PATCH MAXIMIZES TREAD STAB
ILITY, LOAD RANGE - C RAISED OUTLINE WHITE LETTERS UFG (P-Metric) 380/418
19019505: ROAD HAZARD PLUS SERVICE AGREEMENT; THIS AGREEMENT PROVIDES ADDED BENEFITS OVER AND ABOVE YOUR TIRE
WARRANTY. ASK YOUR SALES ASSOCIATE FOR DETAILS.

all Four Times

WEIGHT: 50,000 Warranty Miles; Tread Depth 16



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.

{Page 1 of 1}

RETURN OLD PARTS TO CUSTOMER

YOU ARE ENTITLED TO RECEIVE REPLACED AND REMOVED PARTS, OTHER THAN EXCHANGED OR WARRANTED PARTS WHICH WILL BE AVAILABLE FOR YOUR INSURANCE COMPANY'S ESTIMATE (Customer Copy)

MERCHANT'S

Address Inquiries To:

SOLD
TO

06029 COLUMBIA
9255 BERGER ROAD
COLUMBIA MD 21046
(410)381-6177

Order 60500 Time 18:51:51

Page 1

DATE	TELEPHONE/PHONE	TELEPHONE/OFFICE	PO NO.	SOLD BY	ACCOUNT NO.	APPROVAL CODE	INVOICE NO.
11/03/00		17		655	999629		446753
MAKE, MODEL & YEAR	SUB	TAG NO.	MILEAGE	TYPE OF SALE AND TERMS			
CHEVY	SUB	1999	M358081	CASH OR CHECK CASH			

QUANTITY	ARTICLE NO.	SIZE & DESCRIPTION	EXCISE TAX	UNIT PRICE	TOTAL
4.00	9980000000	VALVES INCLUDED IN ABOVE PRICE		.00	.00
4.00	9981000000	BALANCE INCLUDED IN ABOVE PRICE		.00	.00
4.00	9982000000	JUNK CAS DISP INCLUDED IN ABOVE \$5		.00	.00
4.00	0021010570	26575R16 6 MIC LTX MS RWL LT 112R	.90	159.00	639.60
		Manufacturer's Item 10570			
		*WARRANTY 65,000 MILES			
4.00	9980000000	VALVES INCLUDED IN ABOVE PRICE		.00	.00
4.00	9981000000	BALANCE INCLUDED IN ABOVE PRICE		.00	.00
4.00	9982000000	JUNK CAS DISP INCLUDED IN ABOVE \$5		.00	.00
4.00	9510900000	TIRE PROTECTION POLICY	.00	8.95	35.80
		*MATCHING PRICE OF			
		*DAVE'S TIRES OF 131.00			
1.00	7018900342	DISCOUNT MEMBER CARD		35.45	35.45-
4.00	9834200000	TIRE TAX MD STATE TIRE TAX		.40	1.60
***** Help us get better! Please review the special coupon you received with your invoice, take a quick phone survey & save on your next visit. ***** Your auto serviced by G HAULSEY <i>Replacement Cost of 4 tires paid in full</i>					

MECH #	MECH #	MECH #	MECH #	SPLIT TICKET		TOTAL LABOR
16163				Cash	300.00	TOTAL TIRES
				MC/VISA	371.76	TOTAL PARTS
1.00 COPY MUST ACCOMPANY ANY CLAIM OR RETURNED MERCH.				MANAGER'S RELEASE		SUB TOTAL
SPEED RATING NOTICE: Replacing tires to your vehicle with a lower speed rating than the original equipment tire on 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 speed capability of the replacement tire(s). We do not endorse the operation of any vehicle in an unsafe or unlawful manner.				I CERTIFY THAT THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND THAT THE MECHANIC'S WORK WAS PERFORMED SATISFACTORILY.		SALES TAX
MAG WHEEL NOTICE: I understand that mag wheeling nuts must be retorqued after 25 miles and checked periodically.						TOTAL AMOUNT
I CERTIFY THAT THE PRICES AND SERVICES QUOTED ARE ACCEPTABLE AND ACCURATELY PRESENTED. I UNDERSTAND THAT USED MERCHANDISE/PARTS ARE SOLD WITHOUT ANY EXPRESSED GUARANTEE AS TO USE ABILITY OR PERFORMANCE.						671.76
						UNLESS OTHERWISE SPECIFIED, LABOR TIME BILLED IS FLAT RATE TIME ESTIMATED FOR EACH JOB IN INDUSTRY MANUALS AND NOT ACTUAL TIME SPENT. ALL LABOR PERFORMED AND PARTS REPLACED WERE NECESSARY TO PERFORM REPAIRS.
				ORIGINAL INVOICE / CUSTOMER COPY		

TRANSMISSION VERIFICATION REPORT

TIME : 10/26/2000 16:37

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
MODE

10/26 16:35
4103775321
00:01:22
02
OK
STANDARD

Copy

 **General Motors**

MYRON G. SANFORD

Field Area Service Manager
Chevrolet - Baltimore, MD

General Motors Corporation
VSSM Northeast Region
7395 Piccard Dr.
Rockville, MD 20850

800-356-3004 8000 Million
800-222-1020 Customer Asst.
301-829-5231 Fax

Just walked out to vehicle
looked at tires and laughed
said they were fine, tires
were not removed and inspected

FROM :

FAX NO. :

Mar. 30 1998 06:39AM P1

Customer Invoice
002879
10/24/2000

FIRESTONE TIRE & SERVICE CENTERS
10735 LTL PATUXENT
COLUMBIA, MD. 21044

Service Advisor:
05 JOE
410.955.0711

1999 CHEVROLET SUBURBAN C1500

Lic #: M358061 MD Vin #:

In: 10/24/00 4:47PM Mileage: 17,521

Out: 10/24/00 4:58PM

Store # 024473

RETAIL SALE

Description	Article Number	TS	Qty	Unit Price	Extended Price	Job Total
COURTESY CHECK						0.00
TIRES INSPECTED - NO SAFETY ISSUE APPARENT		10				
COURTESY CHECK	7046930	10	1	N/C	N/C	

Technician: 10 JC JOSEPH

Payment History:

Summary:

Parts	0.00
Labor	0.00
Shop Supplies	0.00
Sub-Total	0.00
Tax (5.00%)	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's agreement with the issuer.

All parts are new unless otherwise specified.

Tires were not removed and inspected by Firestone

*General Motor Service Center
Dearborn Michigan
attn: Renee
phone: 1-800-222-1020*

*Winn Kelly Chevrolet
1-410-301-854-2438
Where vehicle was purchased. 3 months ago*

See reverse side for Warranty Information

Inv# N00020