



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

117

Date Received

20-NOV-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

875272

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 vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GAGC26W2GF203834	FIRESTONE	STEEL TEX	1900	

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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle	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 ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) _____ Mileage at Failure(s) 93 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)

TRAVELING 65MPH AND TIRE BLEWOUT. MADE A LOUD HUMMING NOISE, STARTED TO SLOW DOWN & PULL TO SIDE. STEEL BELT STICKING OUT OF RIGHT REAR. ALSO, TRAVELING 45MPH & VEHICLE WAS WOBBLING & ROCKING. SLOWED DOWN & PULLED TO SIDE, AND NOTICED TREAD SEPARATED FROM RIGHT REAR & THEN IT BLEWOUT. STEEL BELT WAS ALSO SHOWING. SPARE TIRE BLEWOUT WHILE IN VEHICLE. STEEL BELT & PIECES OF RUBBER INSIDE OF VEHICLE. TIRE ON 1987, CHEVROLET, SUBURBAN, FIRESTONE STEEL TEX RTS, LT235/85R16 WITH 21,000 & 23,000 MILES RESPECTIVELY ON 8/5/96 & 7/10/97 & 8/10/99 (SPARE TIRE). *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.

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: <u>20 NOV 2000</u> Order: <u> </u> it di: <u> </u> od rt: <u> </u> up jr: <u> </u> Reference No. 875272 Work Number: <u> </u> Home Number: <u> </u>	
OWNER INFORMATION (Type or Print) OWNER'S NAME <u>[REDACTED]</u> OWNER'S PHONE NUMBER <u>656844</u>			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of an authorized signature, your name and address to the vehicle manufacturer. Signature of Owner: <u>[REDACTED]</u> Date: <u>20 4 2000</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1GAGC26W2GF203634		Vehicle Make: <u>Chevrolet</u> Vehicle Model: <u>Suburban C-20</u> Vehicle Year: <u>1986</u> Current Odometer Reading: <u>97,200</u>	
Purchase Date: <u>6-92</u> ☐ New ☒ Used		Dealer's Name: <u>M/A</u> City: _____ State: _____ Zip Code: _____ Engine Size (CID/CC): <u>454</u> No. Cylinders: <u>8</u> ☐ 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 Train: ☐ Front ☒ Rear ☐ 4-Wheel		Vehicle Type: ☐ Car ☒ Sport Util ☐ Truck ☐ Motorcycle ☐ Van ☐ Minivan ☐ Other	
Body Style: ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component: <u>02740000</u> Part Name(s): <u>TIRES:TREAD</u> <u>Firestone Tires - Steeltex (3 times)</u>	Location: ☒ Left ☐ Right ☐ Front ☒ Rear Failed Part(s): ☒ Original ☐ Replacement		
No. of Failures: <u>3</u>	Date(s) of Failure(s): <u>05-AUG-1996 7-14-97 4-10-99</u> Mileage at Failure(s): <u>65,000 46,000 21,000</u> Vehicle Speed at Failure(s): <u>65 mph 46 mph 21 mph</u>		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: <u>0</u>	Number of Fatalities: <u>0</u>
Estimated Property Damage: <u>\$2,000.00</u> <u>Body Damage (Car)</u>		Reported to Police: ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
TRAVELING 65MPH AND TIRE BLEWOUT. MADE A LOUD HUMMING NOISE, STARTED TO SLOW DOWN & PULL TO SIDE. STEEL BELT STICKING OUT OF RIGHT REAR. ALSO, TRAVELING 45MPH & VEHICLE WAS WOBBLING & ROCKING. SLOWED DOWN & PULLED TO SIDE, AND NOTICED TREAD SEPARATED FROM RIGHT REAR & THEN IT BLEWOUT. STEEL BELT WAS ALSO SHOWING. SPARE TIRE BLEWOUT WHILE IN VEHICLE. STEEL BELT & PIECES OF RUBBER INSIDE VEHICLE. TIRE ON 1987, CHEVROLET, SUBURBAN, FIRESTONE STEEL TEX RTS, LT235/85R15 WITH 21,000 & 23,000 MILES RESPECTIVELY ON 8/5/96 & 7/10/97 & 8/10/99 (SPARE TIRE). *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

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)

It is obvious this set of tires could not handle heat. Besides the two blow-outs on the road, for a tire not even on the ground (spare in the rear passenger area to blow, is totally unacceptable. Two of the blowouts caused minor damage to the front of the exterior and the window tinting on the interior.



☆ U.S. G.P.O. 1992-623-897/10086

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



HAPPY
"WHO-L
front
U.S. Postal
Service!

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



WHEATON'S SERVICE CENTER

Peav 71,021

N. 03604

CUSTOMER
ORDER
NAME
ADDRESS
PHONE

DATE 3-3-96

MISC. SOLD		MISC. PAID		REC'D ON ACCT NOTE	MISC.	PAID OUT
CASH	CHARGE	CASH	CREDIT			

QUAN.	PART NUMBER	ARTICLES	PRICE	AMOUNT
1	273309	235/25R16		
2		Stallion R45		122.99
3				
4	1	Mount & Bilateral		7.50
5				
6		74/100 Stail		2.00
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				

paid m.c.
8-5

RECEIVED BY

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL

TAX

TOTAL

2.00
2.00
29.93
146.38

Thank You!

....for your patronage

Replacement of 1st floor out ~~2nd floor out~~

WELDON SERVICE CENTER

PO BOX 114 10,500 OVERSEAS ONLY
 ST LOUIS, IL 63037
 (800) 471-2005

Left Rear

mi 73692

05200

CUSTOMER'S
ORDER NO.

NAME

ADDRESS

1-10-97

CASH	CHARGE	CASH	CREDIT	REC'D ON ACCT. NOTE	MISC'L	PAID OUT
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QUAN.	PART NUMBER	ARTICLES	PRICE	AMOUNT
1	773309	235/16 A16		
2		2-1/16 A15		130.95
3				
4		mount & bolts		1.00
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				

RECEIVED
BY

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL

TAX

TOTAL

132.10

Thank You!

....for your patronage

Replacement of 2nd Floor [REDACTED]

FIRESTONE TIRE & SERVICE CENTERS

CUSTOMER INVOICE
 02-4-881773-8

FIRESTONE TIRE AND SERVICE CENTER
 6835 CERRY FORD RD
 ORLANDO FL 32812
 (407) 271-0000

Page 1 of 1
 02-10-90

VEHICLE:
 CARRY OUT

Store #012074-1988 IF:5925 VI 01 1 SALES RECEIPT REG # NY-02015

ADJUSTMENTS			RECEIPT		
QUANTITY	UNIT	PRICE	QUANTITY	UNIT	PRICE
4	104 W10R650000				
Description			Excise Tax		
			Tech Part		
			No. Number		
			Qty		
			Price		
			Total		
			Labor		
			Total		

Sales Associate: L B KING

SUMMARY
 Parts 0.00
 Labor 0.00
 Total 0.00
 Tax 0.00
 TOTAL 0.00

Total Taxed 0.00

I have received the above goods
 and services. I hereby agree to the credit
 and service agreement.

I acknowledge notice and oral
 approval of an increase in the
 original estimated price.

The estimated estimate is set
 at 0.00.

Signature of Initials
 Estimated Revised By
 Contracted

THANK YOU FOR STOPPING

FIRESTONE TIRE AND SERVICE CENTER
 IF YOU HAVE ANY QUESTIONS OR
 PROBLEMS, PLEASE STOP BY OR CALL

Replacement of blown tire
(Requested Replacement)