



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 252

Date Received

28-NOV-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

875539

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 driver's side) ISNDU34XXTZA73709		Vehicle Make FORD TRUCK	Vehicle Model EXPLORER	Vehicle Year 1996	Current Odometer Reading		
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CO/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection			
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 02740000	Part Name(s) TIRES: TREAD	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) _____ Mileage at Failure(s) 4663 Vehicle Speed at Failure(s) 0		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)

PE00020, CONSUMER NOTICED WHEN HE BOUGHT VEHICLE THAT TIRES WERE SEPARATING AND TREAD WAS SPLITTING. ALL FOUR TIRES WERE FIRESTONE #ATX, P25570/R16. *AK

CONTINUED ON BACK (SEE 252)

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.



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

Vehicle Owner's Questionnaire (VOQ)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 252

Date Received

07 DEC 18 PM 2: 37

28-NOV-2000

up Mr

Reference No.

875589

OWNER INFORMATION (Type or Print)

687776

Work Number

Home Number

Signature of Owner

1FMDU34XXTZA3709L

VEHICLE INFORMATION

Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side)

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

Purchase Date
3/3/98
New ☒ Used ☐

Dealer's Name

City

State

Zip Code

Engine Size

(C/D/C/L)

No Cylinders

6

Fuel Injection

Turbo

Diesel

Gas

Other

Transmission Type

Automatic ☒ Manual ☐

Antilock Brakes

Yes ☒ No ☐

Restraint System

3-Point Belt ☒

Driver's Side Airbag ☒

Passenger's Side Airbag ☒

Cruise Control

Yes ☒ No ☐

Drive Train

Front ☒

Rear ☒

4-Wheel ☒

Vehicle Type

Car ☒

Van ☒

Minivan ☒

Other ☒

Body Style

Sport Utility ☒

Truck ☒

Motorcycle ☒

Other ☒

Stationwagon ☒

4-Door ☒

2-Door ☒

Pick Up Truck ☒

Component
02740000

Tires: Tread

W/No Tread AT 225/70R16

Location

Left ☒

Right ☒

Rear ☒

Front ☒

Failed Part(s)

Original ☒

Replacement ☒

Failed Part(s)

Original ☒

Replacement ☒

No of Failures
0

Date(s) of Failure(s)
01-NOV-2000

Mileage at Failure(s)
4553

Vehicle Speed at Failure(s)
0

Available? ☒

Yes ☒

No ☐

Failed Part(s)

Original ☒

Replacement ☒

Crash

Yes ☐ No ☒

Fire

Yes ☐ No ☒

Number of Persons Injured

0

Number of Fatalities

0

Estimated Property Damage

Reported to Police

Yes ☐ No ☒

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

PE00020, CONSUMER NOTICED WHEN HE BOUGHT VEHICLE THAT TIRES WERE SEPARATING AND TREAD WAS SPLITTING. ALL FOUR TIRES WERE FIRESTONE #AT P25570/R16. *AK

CONTINUE ON BACK IF NEEDED

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Main Identity

From: [REDACTED]
To: <firestone_consumer_affairs@firestone.com>
Sent: Saturday, September 02, 2000 2:26 PM
Subject: CRACKS AROUND TREAD OF WILDERNESS A/T255/70R16
SEPTEMBER 1, 2000

I AM AN OWNER OF A 1996 FORD EXPLORER WHICH CAME WITH YOUR WILDERNESS A/T 255/70R16, AFTER THE TIRES WERE TWO YEARS OLD AND ONLY ABOUT 18,000 MILES I NOTICED CRACKING AROUND THE TREAD AND SIDEWALLS AND NOW WITH 39,000 MILES IT HAS GOTTEN EXTREMELY WORSE. IN JUNE OF THIS YEAR DURING A ROUTINE SERVICE AT FORD THEY TOLD US THE TIRES NEED TO BE REPLACED AND SAID IT IS FIRESTONES RESPONSIBILITY TO REPLACE THEM BECAUSE THEY APPEAR TO BE DEFECTIVE AND SHOULD NOT BE CRACKING LIKE THEY ARE, THIS WAS PRIOR TO YOUR RECALL.

THE PROBLEM IS NOW YOU HAVE A RECALL ON THE R15 AND WHEN WE TOOK THE TRUCK TO FIRESTONE THEY WOULD NOT REPLACE THEM BECAUSE THEY WERE NOT THE SIZE THAT WAS RECALLED. THESE TIRES ARE DEFECTIVE AND NEED TO BE REPLACED. THE WARRANTEE IS SUPPOSE TO COVER THEM IF THEY ARE FOUND TO BE DEFECTIVE.

PLEASE LET ME KNOW WHAT CAN BE DONE. THANK YOU!

YOURS TRULY,

[REDACTED]

Main Identity

From: <Consumer.Firestone@wpg.faneuil.com>
To: <co677aggie@netzero.net>
Sent: Monday, October 23, 2000 10:59 AM
Subject: Re: CRACKS AROUND TREAD OF WILDERNESS A/T255/70R16
 Please include the following line in all replies.
 Tracking number: W120000902_0000000450

Dear Sir:

Thank you for contacting our offices.

Although the Internet is a valuable communication tool, we have found the most efficient method of providing answers to customer questions is often an "old fashioned" phone call to one of our Consumer Affairs agents. We can be reached at 800-367-3872, Monday through Friday, 8:00 AM to 5:00 PM in each time zone.

Customer service is very important to us and we look forward to assisting you.

Sincerely,

Consumer Affairs
 Bridgestone/Firestone, Inc.
 Retail Operations

>
 > SEPTEMBER 1
 >
 > 2000
 >
 >
 > I AM AN OWNER OF A 1996 FORD EXPLORER WHICH CAME WITH YOUR WILDERNESS A/T 255/70R16
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 > RECALLED. THESE TIRES ARE DEFECTIVE AND NEED TO BE REPLACED. THE WARRANTY IS SUPPOSE TO
 > COVER THEM IF THEY ARE FOUND TO BE DEFECTIVE.
 >
 > PLEASE LET ME KNOW WHAT CAN BE DONE. THANK YOU!
 >
 > YOURS TRULY

12/4/00



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

As a result of your recent inquiry to the National Highway Traffic Safety Administration's Auto Safety Hotline, we developed the enclosed Vehicle Owner's Questionnaire. Please review the form and supply any additional information you have that you believe is relevant to your safety problem(s). You may also include copies of repair bills, letters to manufacturers, or any other documents related to the problem(s).

Please complete the questionnaire, fold, staple, or tape it so that the pre-addressed portion is on the outside.

We will share this information with the appropriate manufacturer may help resolve your problem(s). It is helpful to be thorough in your report so that our ability to use your information will be maximized. It is not necessary to complete all boxes if you are not sure of the information. It is very difficult to pursue complaints unless the Vehicle Identification Number (VIN) is known, and when reporting a tire problem, the DOT Identification is needed. The VIN is located inside the vehicle adjacent to the left of the windshield pillar (driver's side). The tire identification number contains 7 to 11 characters and is preceded by the letters "DOT" on the tire between the maximum width section and the bead, usually near the rim flange on the opposite side of the whitewall or on either side of a blackwall tire.

Any information you provide on this questionnaire is ENTIRELY VOLUNTARY. There is NO CONSEQUENCE or PENALTY of any kind if you DO NOT wish to provide it. We seek this information so that this agency can help you and other owners with similar problems and to allow us to combine this information with similar owner reports to develop both statistical and investigatory evidence which will help identify potential safety-related problems in motor vehicles or items of motor vehicle equipment.

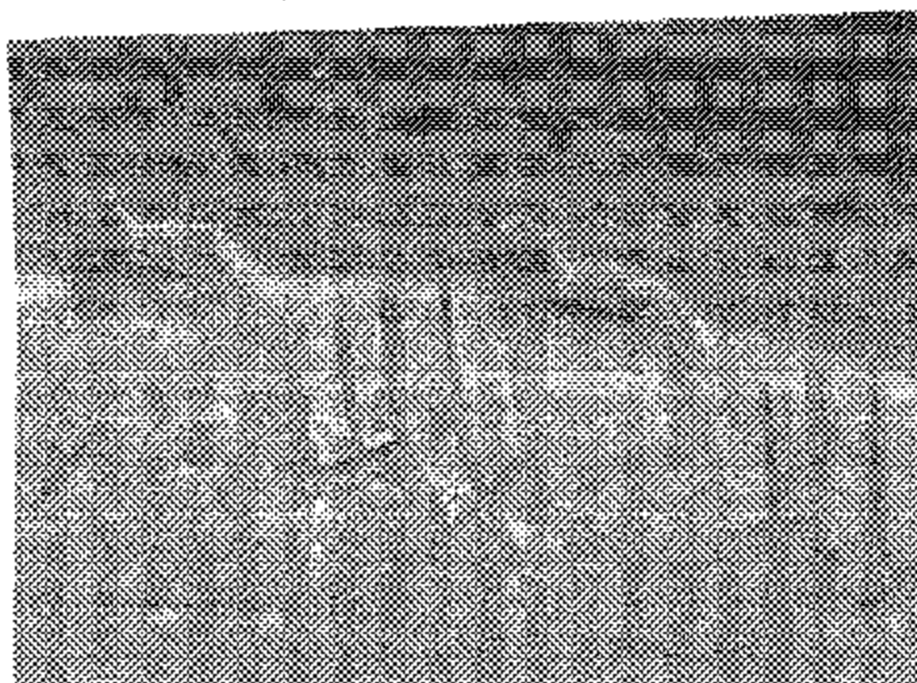
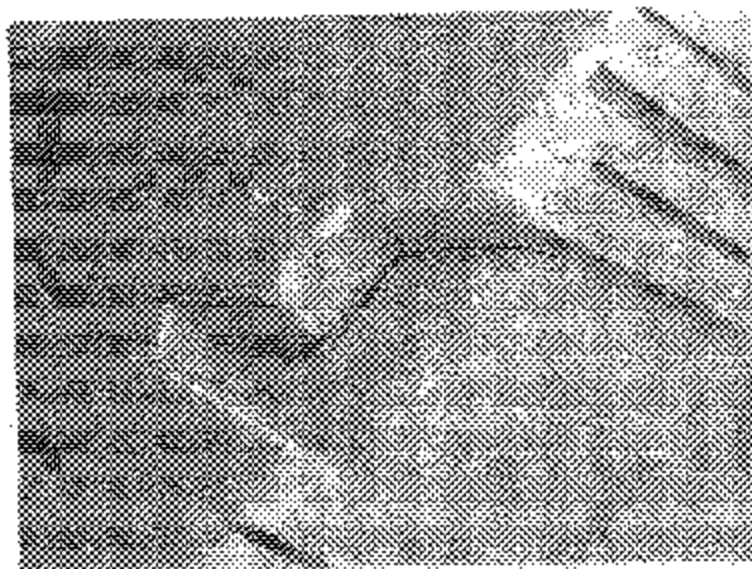
Sincerely,

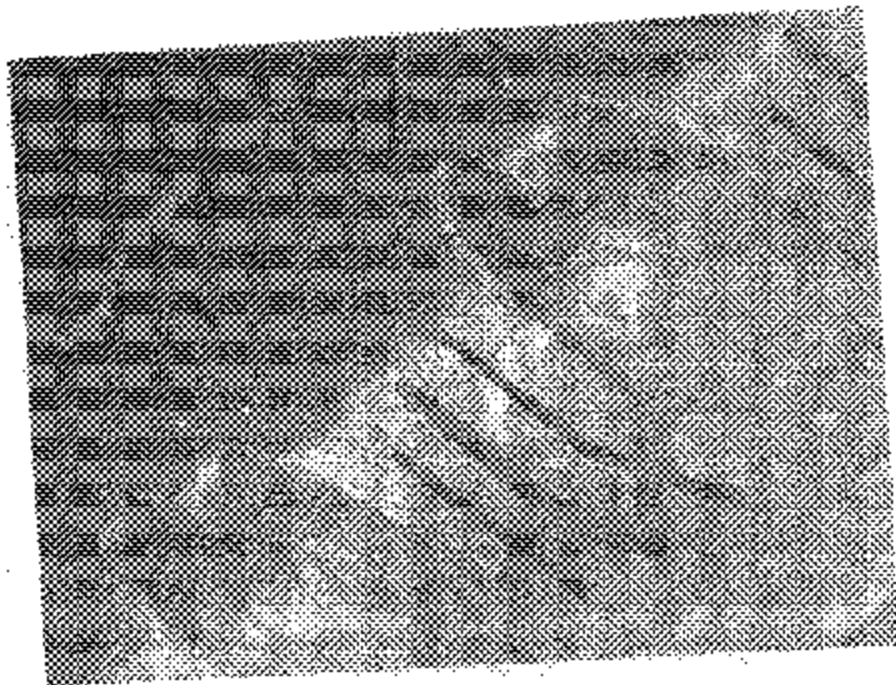
Information Management Branch
Auto Safety Hotline

2 Enclosures:
Self-addressed Questionnaire
Auto Safety Hotline Pamphlet



AUTO SAFETY HOTLINE
(800) 424-9393
Wash. D.C. Area 366-0123

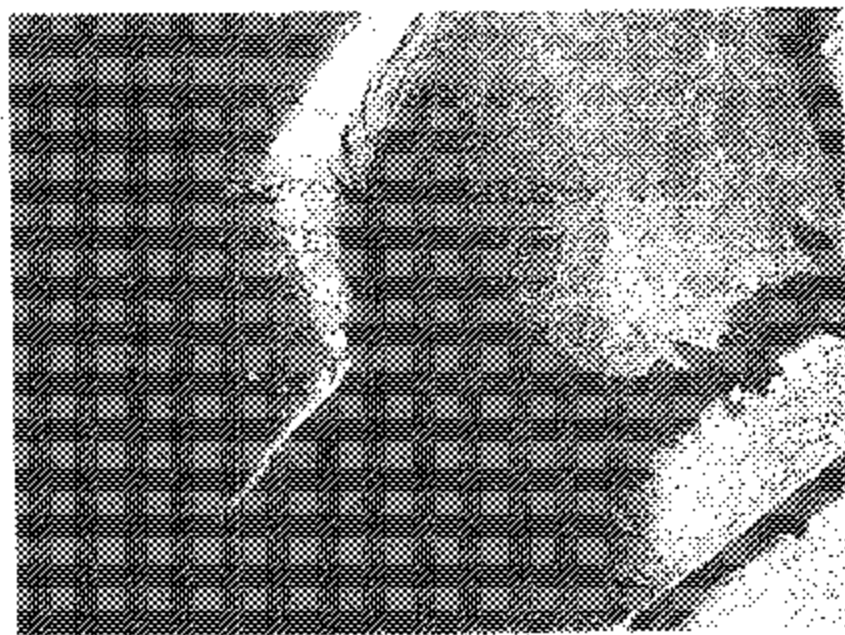




11-25-41

Dot

W/2 CO 1PX - 485



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