

U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline

**Vehicle Owner's Questionnaire (VOQ)**NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4238  
www.nhtsa.dot.gov/hotline**FOR AGENCY USE ONLY 241**

Date Received

10-JAN-2001

Od\_or  
rt\_dt  
od\_rt  
up\_itr

Reference No.

877923

**OWNER INFORMATION (Type or Print)**

666117

Work Number

Home Number

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)

1FMNU42S6YEC72326

Vehicle Make

FORD TRUCK

Vehicle Model

ECONOLINE

Vehicle Year

2000

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 ☐ Motorbelt  
☐ Driverside Airbag ☐ 2-Point Belt  
☐ Passengerside Airbag

Cruise Control

☐ Yes  
☒ No

Drive Train

☐ Front  
☐ Rear  
☐ 4-Wheel

Vehicle Type

☐ Car ☐ Sport Utility  
☒ Van ☐ Truck  
☐ Minivan ☐ Motorcycle  
☐ Other

Body Style

☐ 2-Door  
☐ 4-Door  
☐ Stationwagon  
☐ Pick Up  
☐ Truck
**FAILED COMPONENT(S)/PART(S) INFORMATION**Component  
02760002Part Name(s)  
TIRES:VALVE STEM

Location

☐ Left ☐ Right  
☐ Front ☐ Rear

Failed Part(s)

☐ Original  
☐ Replacement

No. of Failures

 Date(s) of Failure(s) 01-JAN-2001  
 Mileage at Failure(s) 14666  
 Vehicle Speed at Failure(s)
Failed  
Part(s)☐ Yes ☐ NoNHTSA  
Previous y☐ 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)**

TIRE VALVE STEM SPLIT WHILE IN TRUNK. DEALER/MANUFACTURER WERE NOT NOTIFIED AT THIS TIME. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. \*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.



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1-888-327-4236

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Date Received

01 FEB 15 PM 2  
10 JAN 2001

OFFICE  
DEFECTS INVESTIGATION

Od\_or  
rt\_up  
od\_n  
up\_wr

Reference No.

877923

OWNER INFORMATION (Type or Print)

666117

Work Number

Home Number

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.

☒ YES

☐ NO

Signature of Owner

Date 1/24/2001

## VEHICLE INFORMATION

|                                                                                                                                                                                                                                                                                           |                                                                                           |                                                                                                                                                                                                                                                                          |                                                                                                                                                                    |                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Vehicle Ident. No. (VIN)<br>(Located at bottom of windshield on driver's side)                                                                                                                                                                                                            | Vehicle Make                                                                              | Vehicle Model                                                                                                                                                                                                                                                            | Vehicle Year                                                                                                                                                       | Current Odometer Reading                                                                                                      |
| 1FMNU4286YEC72326                                                                                                                                                                                                                                                                         | FORD TRUCK                                                                                | EXCURSION<br>SCONLINE                                                                                                                                                                                                                                                    | 2000                                                                                                                                                               | 15409                                                                                                                         |
| Purchase Date<br>3-18-2000                                                                                                                                                                                                                                                                | Dealer's Name<br>Kemp Ford                                                                | Engine Size<br>(CID/GCC) 6.8                                                                                                                                                                                                                                             | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input checked="" type="checkbox"/> Gas<br><input checked="" type="checkbox"/> Fuel Injection |                                                                                                                               |
| <input type="checkbox"/> New <input checked="" type="checkbox"/> Used                                                                                                                                                                                                                     | City<br>Thousand Oaks                                                                     | State<br>CA                                                                                                                                                                                                                                                              | Zip Code                                                                                                                                                           | No Cylinders<br>10                                                                                                            |
| Transmission Type<br><input type="checkbox"/> Manual<br><input checked="" type="checkbox"/> Automatic                                                                                                                                                                                     | Antilock Brakes<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | Restraint System<br><input checked="" type="checkbox"/> 3-Point Belt<br><input type="checkbox"/> Motorbelt<br><input checked="" type="checkbox"/> Driverside Airbag<br><input type="checkbox"/> 2-Point Belt<br><input checked="" type="checkbox"/> Passengerside Airbag | Cruise Control<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No                                                                           | Drive Train<br><input type="checkbox"/> Front<br><input checked="" type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel |
| Vehicle Type<br><input type="checkbox"/> Car<br><input checked="" type="checkbox"/> Sport Utl<br><input type="checkbox"/> Van<br><input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan<br><input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other<br>EXCURSION |                                                                                           | Body Style<br><input type="checkbox"/> 2-Door<br><input checked="" type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other                                                         |                                                                                                                                                                    |                                                                                                                               |

## FAILED COMPONENT(S)/PART(S) INFORMATION

|                                                                                                  |                                                                                                                           |                                                                                                                                                         |                                                                                                        |
|--------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Component<br>02740802                                                                            | Part Name(s)<br>TIRES VALVE STEM<br>Explosion Heard From Spare<br>Tire Mounted Inside Vehicle. THEN<br>LOUD HISsing NOISE | Location<br>SPARE<br><input type="checkbox"/> Left<br><input type="checkbox"/> Front<br><input type="checkbox"/> Right<br><input type="checkbox"/> Rear | Failed Part(s)<br><input checked="" type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No of Failures<br>1                                                                              | Date(s) of Failure(s)<br>01 JAN 2001                                                                                      | Mileage at Failure(s)<br>14666                                                                                                                          | Vehicle Speed at Failure(s)<br>10 MPH                                                                  |
| Failed Part(s) Available?<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |                                                                                                                           | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input checked="" 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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured<br>1 | Number of Fatalities<br>0 | Estimated Property Damage | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|--------------------------------|---------------------------|---------------------------|-------------------------------------------------------------------------------------------|

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

TIRE VALVE STEM SPLIT WHILE IN TRUNK. DEALER/MANUFACTURER WERE NOT NOTIFIED AT THIS TIME. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. \*AK

The spare tire is mounted in the passenger compartment in the 2000 Ford Excursion. On Jan 1, 2001 we were in a parking lot looking for a place to park. My wife was driving and I was in the passenger seat, my two daughters one 9 yrs old and one 12 yrs old were in the middle seat

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Manufacturers of Valve Stem "DILL".

**Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail**

## INFORMATION ON TIRE FAILURES, IF APPLICABLE:

**TIRE IDENTIFICATION NO.:**

|   |   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| D | O | T | V | N | W | 8 | 1 | X | Y | 0 | 3 | 0 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|

MANUFACTURER/TSE NAME

| MANUFACTURER/TIRE NAME | SIZE            |
|------------------------|-----------------|
| Firestone SteeTex R4S  | 175R16 119 116R |

A 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

of the vehicle. All of a sudden there was a loud pop and hissing noise from the rear of the vehicle. I "Bince K Cried" whipped my head around to see what happened. I saw and heard my daughter's screams bloody murder and unfastening their seat belts to get away from the noise. After 12-14 seconds the noise stopped. My daughters were yelling snake snake, and I reassured them that it was not a snake but something with air in it, maybe a basket ball. But the hissing noise lasted ten longer. So we parked the truck and opened the back doors and I pushed on the spare tire and found it to be flat. After further inspection we found the Valve Stem Exploded right off at the base of the wheel. I had the Valve Stem replaced at a Goodyear Sta. and upon inspection found this stem to be about the poorest quality Valve stem I've Ever Seen. I was an auto mechanic and have mounted lots of tires in my life. Consequently about 22 hours later my neck stiffened up and my pain was unbearable. I've had Two prior fusions in my neck. As of today I've had 29 shots put into my neck, small

U.S. Department  
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**National Highway  
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Administration**

400 Seventh St., S.W.  
Washington, D.C. 20580

Official Business  
Penalty for Private Use \$300

**BUSINESS REPLY MAIL**

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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

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