

 <b>DOT Auto Safety Hotline</b> U.S. Department of Transportation National Highway Traffic Safety Administration		<b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		<b>FOR AGENCY USE ONLY 117</b> Date Received 12-JAN-2001		Od_or _____ rt_dt _____ od_rt _____ up_itr _____	
<b>OWNER INFORMATION (Type or Print)</b> [Redacted]				Reference No. 878142			
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 type="checkbox"/> YES		<input type="checkbox"/> NO	
Signature of Owner _____				Date ____/____/____			
<b>VEHICLE INFORMATION</b>							
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <b>4M2DU52PVUJ63945</b>		Vehicle Make <b>MERCURY TRUCK</b>		Vehicle Model <b>MOUNTAINEER</b>		Vehicle Year <b>1997</b>	
Current Odometer Reading _____		Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used		Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No. Cylinders _____	
<input type="checkbox"/> Turbo <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 checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <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 _____		Sport Utility Truck <input type="checkbox"/> Motorcycle <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up <input checked="" type="checkbox"/> Truck	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>							
Component <b>02700000</b>		Part Name(s) <b>TIRES</b>		Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear		Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement	
No. of Failures <b>1</b>		Date(s) of Failure(s) <b>05-OCT-1999</b> Mileage at Failure(s) <b>33</b> Vehicle Speed at Failure(s) <b>55</b>		Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No		NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>APPLICATION INCIDENT INFORMATION</b> (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 <b>0</b>		Number of Fatalities <b>0</b>	
Estimated Property Damage _____		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No					
<b>NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</b>							
<b>WAS DRIVING 55MPH; REAR END FELT LOOSE &amp; VEHICLE STARTED TO BECOME WOBBLY. LOST CONTROL OF VEHICLE AFTER AIR LEFT TIRE. VEHICLE PULLED SHARPLY TO RIGHT, THEN BECAME STUCK IN SAND. CHECKED TIRES &amp; NOTICED RIGHT REAR TIRE HAD COMPLETELY LOST ITS TREAD.*AK</b>							
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.							



**Vehicle Owner's Questionnaire (VOQ)**  
 DOT Auto Safety Hotline

U.S. Department of Transportation  
 National Highway Traffic Safety Administration  
 NATIONWIDE 1-888-DASH-2-DOT  
 1-888-327-4236  
 www.nhtsa.dot.gov/hotline

**OWNER INFORMATION (Type or Print)**

566594

Reference No. 878142

DATE RECEIVED: 12-JAN-2001  
 12:59 - 7:44  
 01-559-7

FOR AGENCY USE ONLY 117

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: [Redacted] Date: 1/29/01

**VEHICLE INFORMATION**  
 Vehicle Ident. No. (VIN) (located above or underneath on driver's side): 4M2D62PVUJ63945  
 Vehicle Make: MERCURY TRUC  
 Vehicle Model: MOUNTAINEER  
 Vehicle Year: 1997  
 Current Odometer Reading: [Redacted]

Purchase Date: 8/21/97  
 Dealer's Name: MARSALL BROS.  
 City: METairie State LA Zip Code: 70005  
 New  Used   
 Transmission Type:  Automatic  Manual  
 Restraint System:  3-Point Belt  2-Point Belt  Motorized  
 Cruise Control:  Yes  No  
 Drive Train:  Front  Rear  4-Wheel  
 Vehicle Type:  Car  Van  Minivan  Other  
 Body Style:  Sport Util  Truck  Motorcycle  Stationwagon  Pick Up Truck  Other

**FAILED COMPONENT(S)/PART(S) INFORMATION**  
 Component: 02700000  
 Part Name(s): TRES  
 Location:  Right  Left  Front  Rear  
 Failed Part(s):  Original  Replacement

**APPLICATION INCIDENT INFORMATION**  
 (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)  
 No of Failures: 1  
 Date(s) of Failure(s): 05-OCT-1997  
 Message of Failure(s): [Redacted] 15,179  
 Vehicle Speed at Failure(s): 55  
 Failed Part(s) Available?  Yes  No  
 NHTSA Previously Contacted?  Yes  No

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

WAS DRIVING 65MPH; REAR END FELT LOOSE & VEHICLE STARTED TO BECOME WOBBLY. LOST CONTROL OF VEHICLE AFTER AIR LEFT TIRE. VEHICLE PULLED SHARPLY TO RIGHT, THEN BECAME STUCK IN SAND. CHECKED TIRES & NOTICED RIGHT REAR TIRE HAD COMPLETELY 360° SEPARATION OF TREAD INSIDE & OUTSIDE. LOST ITS TREAD. AK

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.

CONTACT ON BACK IF NEEDED



# BIG 10 TIRES

& Automotive Center

*Doering*  
 409 N. McKenzie  
 9438523

Mileage	Mo.
6,000	6
12,000	12
24,000	24
36,000	36
48,000	48
60,000	60
72,000	72
84,000	84
96,000	96
108,000	108
120,000	120

NHTSA  
 1-888-327-4236  
 DATELINE  
 (Circles)

Proposed method of payment: CASH  CHECK  CREDIT CARD

Should Big 10 Tires save replaced parts for your inspection or possession? Yes  No

Storage charges start accruing 3 working days after notice of completion of work.

Daily storage charge is \$15.00. Date of notification: \_\_\_\_\_

Name and phone number of person who may authorize repair work if so designated by customer.

Name \_\_\_\_\_ Phone # \_\_\_\_\_

Big 10 Tires is not responsible for loss by fire or theft or any other cause beyond our control.

Date work to be completed: \_\_\_\_\_

BIG 10 TIRES #92

1327 S. MCKENZIE

POLEY

AL 36535

(334) 471-1219

**TIRE IDENTIFICATION NUMBERS**

CASH 118.36

*DOT*  
 WZHL (Repl)  
 WZHL  
 QUEBEC

INVOICE NO. 30677  
 ORDER NO. 1103920  
 DATE 10/05/98  
 TIME 5:47 pm  
 STORE NO. 92  
 97 FORD  
 EXPLOR  
 WHITE  
 TAG AL FSHNFR  
 MILEAGE 15179  
 SALESPERSON 6412

*Ford*  
 18006604719

**Remarks:**

QTY	ITEM	DESCRIPTION	SIZE	UNIT PRICE	FET	EXT.
1	F03B040	W/NESS AT DWL	P235/75R15	87.99	.00	87.99
1	TR415	VALVE STEM-BA		2.75	.00	2.75
1	NTW	ROAD HAZARD	POLICY	5.79	N	5.79
1	TBE	LIFETIME	BALANCE	11.00	N	11.00
1	CAS	SCRAP TIRE	DISPOSAL	1.50	N	1.50

*Firestone*  
 1-800-465-1904

PLEASE READ CAREFULLY. CHECK ONE OF THE STATEMENTS BELOW AND SIGN.

SUB TOTAL	112.03
SALES TAX	6.35
<b>TOTAL</b>	<b>118.38</b>

I UNDERSTAND THAT UNDER STATE LAW I AM ENTITLED TO A WRITTEN ESTIMATE IF MY BILL EXCEEDS \$100.00.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_

THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNED \_\_\_\_\_ DATE \_\_\_\_\_

I hereby authorize the above service to be performed, including the sublet work, with the necessary materials. I also grant permission to operate equipment for testing and inspection. Big 10 Tires uses flat and hourly rates to calculate charges. An express mechanic's lien is acknowledged to secure the amount of repairs. I understand that lug nuts must be re-torqued after 50 miles and checked periodically thereafter.

Motor Vehicle  
 Registration Number

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_

*Thanks for shopping Big 10*

CUSTOMER AND WARRANTY COPY