



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

137

Date Received

16-FEB-2001

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Reference No.

880751

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)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMDU64X1FZB64B03		FIRESTONE	RADIAL ATX	1900	
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____	☐ 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 ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other ☐ 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) 16-FEB-2001 Mileage at Failure(s) 43000 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)

HEARD A NOISE COMING FROM REAR TIRES, PULLED OFF THE ROAD, AND FOUND OUT THAT REAR TIRES HAD A TREAD SEPARATION. DEALER WAS NOT WILLING TO REPAIR TIRES. FORD, EXPLORER, 1995, P235/77R15. *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.

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 197

Date Received

16-FEB-2001

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Reference No.

880751

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.

Signature of Owner

Date 3/2/01

VEHICLE INFORMATION

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

1FMDU34X15ZB64303

Vehicle Make

FORD EXPLORER

Vehicle Model

XLT 112WB

Vehicle Year

1990 1995

Current Odometer Reading

69050

Purchase Date

Dealer's Name

RUSS DEAN FORD

Engine Size

(CID/CC/L) 4.0L V6

Turbo

Diesel

Gas

Fuel Injection

☒ New ☐ Used

City

PASCO

State

WA

Zip Code

99301

No Cylinders

6

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☒ 3-Point Belt☐ Motor belt☒ Driverside Airbag☐ 2-Point Belt☒ Passengerside Airbag

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

02740006

Part Name(s)

TIRES:TREAD

Location

☒ Left☐ Front☒ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

0

Date(s) of Failure(s)

17 AUG. 1999

Mileage at Failure(s)

43000

Vehicle Speed at Failure(s)

40

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

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

CONSUMER STATED THAT WHILE HEARD A NOISE COMING FROM THE REAR TIRES WHERE PULL OFF THE ROAD AND FIND OUT THAT REAR TIRES HAD A TREAD SEPARATION AND NOW THE DEALER IS NOT WILLING TO REPAIR (FORD EXPLORER 1995 P235/77R15)

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.

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 W R H L 1 P M 2 0 5

MANUFACTURER/TIRE NAME FIRESTONE ATX

SIZE P235/75R15

* 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)

ENCLOSED FIND CORRESPONDENCE PERTAINING TO THE FIRESTONE TIRE RECALL. IN ADDITION TO MANY LETTERS, I MADE SEVERAL PHONE CALLS TO FORD MOTOR CO. AND BRIDGESTONE-FIRESTONE. ON MY SECOND CALL TO FORD MOTOR CO. ON JAN. 22, 01, I WAS TOLD TO GO TO A FIRESTONE DEALER AND ASK FOR A "TIRE REFUND" APPLICATION. DURING THE MONTH OF JANUARY, WE WENT TO WASHINGTON STATE AND AT THAT TIME, I WENT TO A FIRESTONE DEALER. I FILLED OUT THE FORM AND SEND IT TO FIRESTONE. I AM ENCLOSED A COPY OF THAT FORM AND THE RESPONSE FROM FIRESTONE THAT FOLLOWED. I HAVE SPEND MANY HOURS ON THIS PROCESS AND NEEDLESS TO SAY, I AM VERY FRUSTRATED. I DO NOT UNDERSTAND THE POSITION FIRESTONE TAKES. JUST BECAUSE I EXPERIENCED TREAD SEPARATION, PRIOR TO JAN. 1, 2000, I AM NOT ENTITLED TO A REFUND. THE REASON THIS TIRE RECALL CAME ABOUT IN THE FIRST PLACE, WAS FOR A VARIETY OF ACCIDENTS, THAT ACCURED WITH THESE TIRES, PRIOR TO THE RECALL. IF YOU NEED ANY ADDITIONAL INFORMATION, PLEASE ADVISE. THANK YOU,

★ U.S. G.P.O. 1982-822-687/82086

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

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



December 18, 2000

Bridgestone/Firestone, Inc.
C/o Customer Service Manager
50 Century Boulevard
Nashville, TN 37214

Dear Sir/Ms:

I am writing this letter in regards to the Firestone recall and how I have been unsuccessful thus far in receiving reimbursement for the four defective tires that I had to replace.

In 1995 I purchased a new Ford Explorer and drove it in a desert environment for four years where summer temperatures exceeded 100 on a regular basis. In 1999 after moving to Alaska, I discovered that the tread on all four tires was beginning to separate. Since I live in a small town where there is not a Ford or Firestone dealer, I went to a local tire store and paid \$322.07 to replace all four tires. This was on August 17, 1999, and at the time I only had 43,000 miles on my vehicle - not nearly enough for my tires to be wearing the way they were.

At the time there was not any news of a (potential) recall, so I obviously did not keep the tires. Suddenly a few months later I receive official notification from Bridgestone/Firestone announcing the recall. Though I did not have the original four tires, I do still have the spare which matches the recall - Firestone ATX P235/75/R15. I have made numerous inquiries to Firestone regarding this issue and every time I am told that because I do not have the old tires, there is nothing Firestone is willing to do for me. How was I supposed to know that I should have kept the tires in the event of a future recall? Let me ask you - every time you replace something that's worn do you keep it in the event there is a future recall?

As a consumer I clearly am quite frustrated. I receive letters from Ford and Firestone informing me of the recall and telling me how my safety and confidence is of utmost importance to them. Obviously when it really comes down to it, both companies are trying to do anything within their power to avoid reimbursing me. I would think that in light of the PR disaster this recall has caused and the millions of dollars it is costing, \$322.07 is a drop in the bucket when trying to restore my confidence in Bridgestone/Firestone and Ford.

Attached to this letter you will find all correspondence I have received regarding the recall, as well as the receipt to replace my tires. I am asking that Bridgestone/Firestone reimburse me \$322.07 - the cost of the four new tires. Until I receive this from your company, I will not purchase another vehicle that comes with Bridgestone/Firestone tires. I will also be contacting my attorney and have him resolve this issue if I do not receive this reimbursement within the next six weeks. If you have any questions I would be glad to answer them. Thank you for your time and I look forward to hearing from you soon.

Sincerely,



[REDACTED]

December 18, 2000

Martin Inglis
C/o Ford North America
2050 N. Woodward Ave.
Suite 304
Bloomfield Hills, MI 48304

Dear Mr. Inglis:

I am writing this letter in regards to the Firestone recall and how I have been unsuccessful thus far in receiving reimbursement for the four defective tires that I had to replace.

In 1995 I purchased a new Ford Explorer and drove it in a desert environment for four years where summer temperatures exceeded 100 on a regular basis. In 1999 after moving to Alaska, I discovered that the tread on all four tires was beginning to separate. Since I live in a small town where there is not a Ford or Firestone dealer, I went to a local tire store and paid \$322.07 to replace all four tires. This was on August 17, 1999, and at the time I only had 43,000 miles on my vehicle - not nearly enough for my tires to be wearing the way they were.

At the time there was not any news of a (potential) recall, so I obviously did not keep the tires. Suddenly a few months later I receive official notification from Bridgestone/Firestone announcing the recall. Though I did not have the original four tires, I do still have the spare which matches the recall - Firestone ATX P235/75/R15. I have made numerous inquiries to Firestone regarding this issue and every time I am told that because I do not have the old tires, there is nothing Firestone is willing to do for me. How was I supposed to know that I should have kept the tires in the event of a future recall? Mr. Inglis, every time you replace something that's worn do you keep it in the event there is a future recall?

As a consumer I clearly am quite frustrated. I receive letters from Ford and Firestone informing me of the recall and telling me how my safety and confidence is of utmost importance to them. Obviously when it really comes down to it, both companies are trying to do anything within their power to avoid reimbursing me. I would think that in light of the PR disaster this recall has caused and the millions of dollars it is costing, \$322.07 is a drop in the bucket when trying to restore my confidence in Ford and Bridgestone/Firestone.

Attached to this letter you will find all correspondence I have received regarding the recall, as well as the receipt to replace my tires. I am asking that Ford reimburse me \$322.07 - the cost of the four new tires. Until I receive this from your company, I will not purchase another vehicle from the Ford/Mazda family or any car/truck that comes with Bridgestone/Firestone tires. I will also be contacting my attorney and have him resolve this issue if I do not receive this reimbursement within the next six weeks. If you have any questions I would be glad to answer them. Thank you for your time and I look forward to hearing from you soon.

Sincerely,

[REDACTED]



December 18, 2000

Bruce Botelho
Attorney General
State of Alaska
1031 W. 4th Avenue
Suite 200
Anchorage, AK 99501

Dear Mr. Botelho:

Attached you will find a copy of the letter I have sent Bridgestone/Firestone regarding the tire recall and how I have been unsuccessful thus far in receiving reimbursement for the four defective tires that I had to replace. Any help that your office can provide would be greatly appreciated. Thank you.

Sincerely,



For anyone who paid to replace a recalled tire(s) (only tires noted below) on a Pro-rated, Customer Satisfaction basis from an "Authorized, Participating Bridgestone/Firestone Retailer" between January 1, 2000 and August 8, 2000. Complete This Form.

- For All P235/75R15 Firestone ATX, ATX II (excludes Temporary Spare Tires Identified by "TEMPORARY" on the Sidewall)
- For All P235/75R15 Firestone Wilderness AT Produced at the Decatur Plant ONLY & with DOT Serial # 1st and 2nd Digits of "VD".

Customer Information

Please Print Clearly

Customer Name: _____

Address: _____

City, State & Zip: _____

Phone w/ Area Code: _____

Vehicle InformationYear: 1995Make: FORD EXPLORERModel: XLTLicense Plate # DLJ 825 AKVehicle Identification # 1E MD U34X1S2B64303

Please identify which type of tire was removed from your vehicle:



Firestone ATX



Firestone ATX II



Firestone Wilderness AT

Decatur Production Only

DOT Serial # 1st and 2nd Digits "VD"

Please identify the location you purchased the replacement tires from:

Authorized,
Participating
BPS Retailer
Name &
AddressPENINSULA TIRE1301 OCEAN DR.HOMER, ALASKA. 99603Quantity Purchased 48 1 17 1 99

Date of Purchase

Attach one of the following documents to this form:☐

If You Purchased From a Firestone Tire and Service Center:

Your Original Receipt for the Tires Purchased to Replace the Recalled Tires.

☐

If You Purchased From an "Authorized, Participating Bridgestone/Firestone Retailer":

A Copy of Your Bridgestone/Firestone Limited Warranty Claim Form and Your Original Paid Receipt for the Tires You Purchased to Replace the Recalled Tires.

Amount
Paid\$322.07**Important:**

We will reimburse the cost of the tires, balance, valve stems, sales tax and applicable disposal fees, only. **MUST ATTACH ORIGINAL RECEIPT.**

By my signature below, I certify that the information contained in this Request is true and correct.

Signature _____

Date 2-7-01

For Office Use Only

Firestone Recall Reimbursement Center
PO Box 8700
Rolling Meadows, IL 60008

1/26/2001



Ref: PI01011204910047

De 

We have received your request for a refund under the Firestone Voluntary Safety Recall Refund Program. We have reviewed the entire file and unfortunately, we must respectfully deny your request for a refund. We are unable to process your refund request for one or more of the following reasons:

- * The replacement tires were purchased prior to January 1, 2000.

We apologize for any inconvenience or distress this recall may have caused you. The safety and confidence of our customers is always the first concern of Bridgestone/Firestone.

FIRESTONE RECALL REIMBURSEMENT CENTER

PI01011204910047

FDF-B1

GOODYEAR
Independent Dealer

1301 Ocean Drive Phone: 236-8441
HOMER, AK 99603-7916

PENINSULA TIRE
N^o 33105
FED. I.D. # 92-0141050

NAME

ADDRESS

CITY

STATE

PHONE

TERMS

ORDER NO.

SALESMAN

MAKE OF CAR

MILEAGE

LICENSE NO.

SERIAL NUMBERS AND INSTRUCTIONS:
USE OTHER SIDE

TIME PROMISED

QUANTITY

SIZE

ARTICLE

UNIT PRICE

EXTENSION

PENINSULA TIRE
1301 OCEAN DR.
HOMER AK 99603

DATE: 08/17/99
REF: 678078549001
S-A-L-E-S D-R-E-F-T

REF: 1451 BCH: 388
CD TYPE: MC
TR TYPE: PR
AMOUNT: \$322.07

AP: 017799
EXP: 0302

CARDHOLDER ACKNOWLEDGES RECEIPT OF
GOODS AND/OR SERVICES IN THE AMOUNT OF
THE TOTAL SHOWN HEREON AND AGREES TO
PERFORM THE OBLIGATIONS SET FORTH BY THE
CARDHOLDER'S AGREEMENT WITH THE ISSUER

TIP COPY-REMIANT BOTTOM COPY-CUSTOMER

INV# 33105

DATE 8/17 1999

ZIP

Phil

Goodyear, S4S
235/75R15

4 Mount/Balance
Install N/C

paid
N/C

SUBTOTAL

SALES TAX IF IT APPLIES

TOTAL INVOICE

305.28
16.79
322.07

8-6 #
ABOVE MERCHANDISE
RECEIVED IN GOOD ORDER BY

8904070

This Is Your INVOICE. Please Do Not Destroy.