



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 284**

Date Received

16-APR-2001

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
pd\_rt \_\_\_\_\_  
rp\_lr \_\_\_\_\_

Reference No.

885944

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) <small>(Location at bottom of and/or above windshield)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1FTHX26FXBEC53309	FIRESTONE	STEELTEX	1900			
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 Injectio			
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	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"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____

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

Component 02700000	Part Name(s) <b>TIRES</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure	Date(s) of Failure(s) _____ Mileage at Failure(s) _____	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Polic <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ORIGINAL AND AFTER MARKET EQUIPMENT ON A 1997, FORD, F250, LT238/85R16 SIZE. TREAD ON ONE TIRE SEPARATED AT HIGHWAY SPEEDS, AND TWO OF TIRES HAD BLOWNOUT AT HIGHWAY SPEEDS, CAUSING DAMAGE TO VEHICLE. FIRESTONE HAS REPLACED TWO OUT OF THREE TIRES.\*AK

COPIED FROM NHTSA - APR 2001

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

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** 284

Date Received: APR 12 PM 2:19  
16-APR-2001  
OFFICE DEFECTS INVESTIGATION

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_tr \_\_\_\_\_

Reference No. 885944

**OWNER INFORMATION (Type or Print)**

[Redacted] 686442

Work Number [Redacted]  
Home Number [Redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
In the absence of your signature, provide your name and address to the vehicle manufacturer.  
Signature of Owner [Redacted] Date 6/2/01

**VEHICLE INFORMATION**

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1FTHX26FXBEC53309 Vehicle Make FIRESTONE Vehicle Model STEELTEX Vehicle Year 1900 Current Odometer Reading 52,000

Purchase Date \_\_\_\_\_ Dealer's Name McLary Ford Engine Size (CID/CYL) 2.3/4 Turbo  Diesel  Gas  Fuel Injection   
 New  Used City KC State MO Zip Code \_\_\_\_\_ No Cylinders 4

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 Ut.  Truck  Minivan  Motorcycle  Other \_\_\_\_\_  
Body Style  2-Door  4-Door  Stationwagon  Pick Up Truck  Other \_\_\_\_\_

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

Component 02700000 Part Name(s) TIRES Location  Left  Right  Front  Rear Failed Part(s)  Original  Replacement

No of Failures 3 Date(s) of Failure(s) 7-26-01 Mileage at Failure(s) 26,000 Vehicle Speed at Failure(s) 70 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 1100.00 + ? Reported to Police  Yes  No

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

ORIGINAL AND AFTER MARKET EQUIPMENT ON A 1997, FORD, F250, LT238/85R16 SIZE. TREAD ON ONE TIRE SEPARATED AT HIGHWAY SPEEDS, AND TWO OF TIRES HAD BLOWNOUT AT HIGHWAY SPEEDS, CAUSING DAMAGE TO VEHICLE. FIRESTONE HAS REPLACED TWO OUT OF THREE TIRES.\*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	V	N	O	R	I	X	K	-	3	1	7	MANUFACTURER/TIRE NAME FIRESTONE STEELTEX	SIZE P35/S5/R16
---	---	---	---	---	---	---	---	---	---	---	---	---	---	--	--------------------

\* 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)

On my original tires at around 24,000 miles I had a tire septated and one blow out. Firestone replaced the blow out and then on tire septation they promoted fire and I bought more steeltex tires so I had new tires all the way on truck.

Then on 5-26-01 I had a blow out on right front tire at highway speed that threw me in to the ditch. It bent the front springs and there still is a knock in the front end. That a mechanic and I can't find where this noise is coming from. I'm lucky my wife wasn't driving with horse trailer or that it didn't kill somebody or myself. I have talk to Firestone and they said they haven't had any problems with is tire  
I am sure that this is wrong

U.S. G.P.O. 1982-523-077/80086

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

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

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**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 SA-10.01  
400 7th St  
Washingt

THE FOLLOWING PAGES ARE WITHHELD TO  
PROTECT UNWARRANTED INVASION OF  
PERSONAL PRIVACY PURSUANT TO  
EXEMPTION 6 OF THE FREEDOM OF  
INFORMATION ACT, 5 U.S.C. 552(b)(6)

(Page 1 through Page 1)

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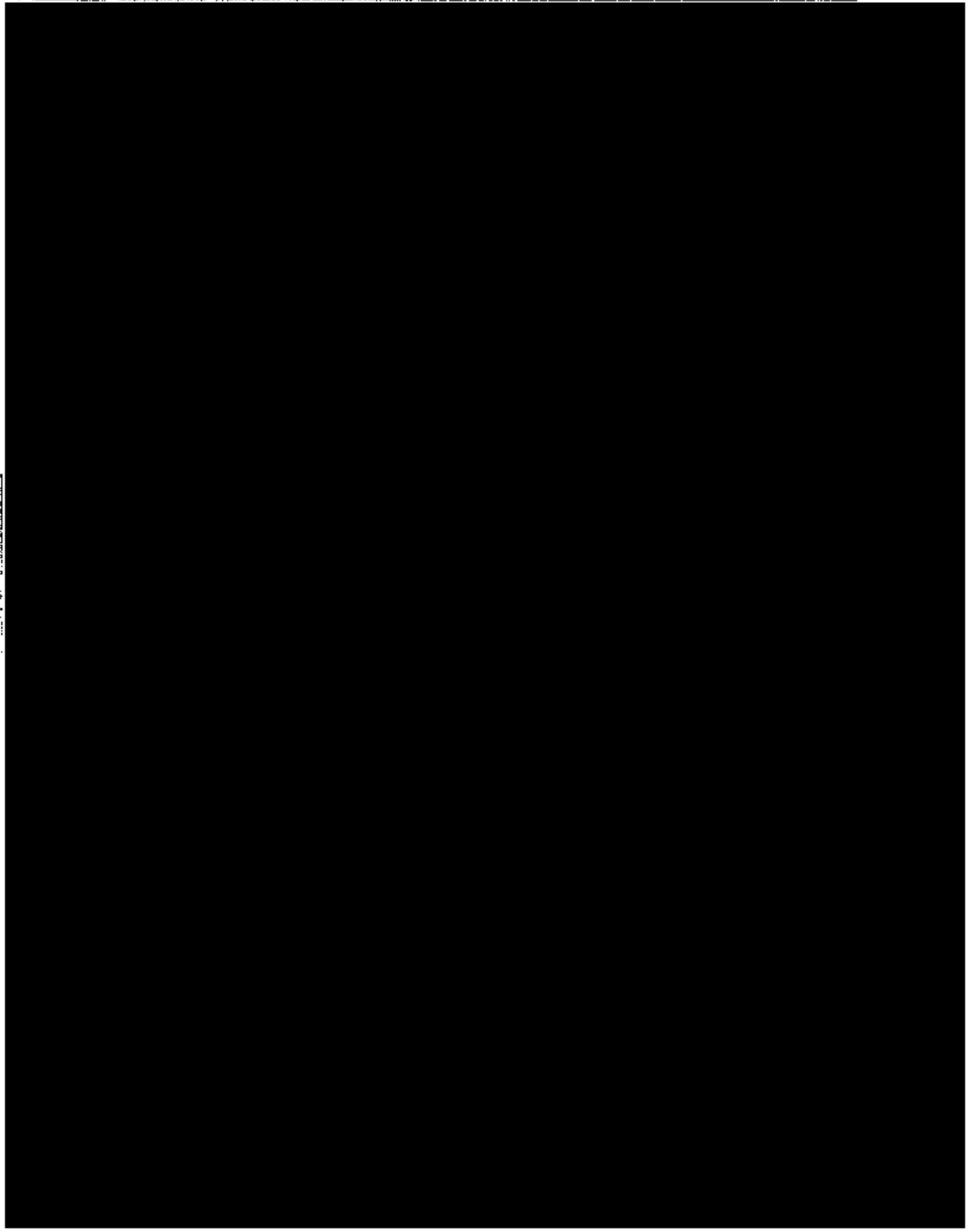
9

10

11



See reverse side for Warranty Information



YOU ARE ENTITLED TO REMEDY REFERRED AND REMOVED PARTS OTHER THAN EXHAUSTED OR WARRANTY PARTS WHICH WILL BE APPLIED FOR YOUR USE.  
TO OBTAIN FULL WARRANTY BENEFITS, YOU MUST PRESENT YOUR RECEIPT AND THE DEFECTIVE PRODUCT OR THE VEHICLE ON WHICH THE SERVICE WAS PERFORMED.  
17402 (Rev. 11/99)

**INVOICE (Customer Copy)**