



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 758

Date Received

20-APR-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

886391

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) (Locate at bottom of windshield or driver's side)	Vehicle Make GOODYEAR	Vehicle Model EAGLE	Vehicle Year 1900	Current Odometer Reading
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Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No
Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Utl ☐ Van ☐ 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 Failure	Date(s) of Failure(s) 15-MAR-2001 Mileage at Failure(s) 19000	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

SIZE AND DOT # UNKNOWN, PLEASE ADD. TIRES ARE WORN EXCESSIVELY, ALL 4 TIRES AFFECTED. TIRES ACCORDING TO GOODYEAR SHOULD LAST BETWEEN 20000 AND 40000 MILES.*AK

GOVERNMENT USE ONLY

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4235 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 758 Date Received: <u>20-APR-2001</u> Reference No. <u>886391</u> Work No. <u>[REDACTED]</u> Home No. <u>[REDACTED]</u>	
OWNER INFORMATION (Type or Print) 687663			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO In the absence of a signature, please print your name and address to the vehicle manufacturer. Signature of Owner: <u>[REDACTED]</u> Date: <u>05/03/01</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located in corner of windshield on driver's side) <u>2C3HE6664XN825289</u>		Vehicle Make <u>GOODYEAR</u>	Vehicle Model <u>EAGLE</u>
Purchase Date <u>07/99</u> ☒ New ☒ Used		Dealer's Name <u>Marong Chrysler/Jeep</u> City <u>Richard Pk</u> State <u>NY</u> Zip Code <u></u>	Vehicle Year <u>1900 (1999)</u> Engine Size (CID/CC/L) <u>X</u> No Cylinders <u></u> ☐ 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 ☐ Van ☐ Minivan ☐ Other		Body Style ☐ Sport Utility Truck ☒ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>02700000</u>	Part Name(s) <u>TIRES (Pistons Placed Too Close Brakes) (Manufacturing Defect)</u>		Location ☒ Left ☒ Front ☒ Right ☒ Rear
No of Failures <u>5</u>	Date(s) of Failure(s) <u>15-MAR-2001</u> Mileage at Failure(s) <u>19000 (17000)</u> Vehicle Speed at Failure(s) <u>Regular city/highway</u>		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 <u></u>	Number of Fatalities <u></u>
Estimated Property Damage <u></u>		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
SIZE AND DOT # UNKNOWN, PLEASE ADD. TIRES ARE WORN EXCESSIVELY, ALL 4 TIRES AFFECTED. TIRES ACCORDING TO GOODYEAR SHOULD LAST BETWEEN 20000 AND 40000 MILES.*AK <u>Plus my Spare Tire Also.</u>			
CONTINUE ON BACK IF LEFT TO DO			
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.:

DOT MK43 BMDR 199 Goodyear

SIZE

17 in

* 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)

I initially had an engine failure and was told that the pistons were too close together. After this defect was repaired the car stopped operating normally. I had mentioned to the dealership that was vibration in the steering column and the car was veering to left. No one at the dealership noted the concern on my behalf and was never documented. I mentioned it to them approximately 2 service visits ago. I have a leased vehicle. I was told recently needed rotors replaced and brake resurfaced. The front brakes have been repaired by an outside shop who initially noticed the wheel vibrations. The dealership tends to think that all there is a young man at my place of employment who has the same car. He has had all tires and all rims replaced and the problem persists. There is a bulletin (service) that Chrysler put out to on 4 vehicle types model year 1999-2000 alluding to the problem. I am having a terrible time operating my car and the dealership has refused to address the problem. I took the car to Goodyear for service. They did not think the tires were the problem. They may be extensively damaged now. All I want is for my car repair needs to be addressed correctly. I am afraid on the road.

U.S. G.P.O.: 1992-023-897 / 60396

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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Penalty for Private Use \$300

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U.S. Department of Transportation
National Highway Traffic Safety Administration
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Washington, DC 20590

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