



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 436

Date Received

08-JUN-2001

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

Reference No.

890012

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)<br><small>(Locate at bottom of windshield and door frame)</small>     |                                                                                               | Vehicle Make<br><b>FIRESTONE</b>                                                                                                                                                                                                     | Vehicle Model<br><b>STEELTEX</b>                                                             | Vehicle Year<br><b>1900</b>                                                                                                                  | Current Odometer Reading                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Purchase Date<br><br><input type="checkbox"/> New <input checked="" type="checkbox"/> Used     | Dealer's Name _____<br>City _____ State _____ Zip Code _____                                  |                                                                                                                                                                                                                                      | Engine Size<br>(CID/CC/L) _____<br>No Cylinders _____                                        | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Transmission Type<br><br><input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic | Antilock Brakes<br><br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Restraint System<br><br><input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt<br><input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel<br><input type="checkbox"/> Passengerside Airbag | Cruise Control<br><br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Drive Train<br><br><input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel                       | Vehicle Type<br><input type="checkbox"/> Car <input type="checkbox"/> Sport Utl<br><input type="checkbox"/> Van <input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other _____<br>Body Style<br><input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input checked="" type="checkbox"/> Other _____ |

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

|                              |                                                                            |                                                                                                                                          |                                                                                             |
|------------------------------|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Component<br><b>02750010</b> | Part Name(s)<br><b>TIRES:SIDEWALL</b>                                      | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No of Failure                | Date(s) of Failure(s)<br><b>28-MAY-2001</b><br>Mileage at Failure(s) _____ | Failed Part(s)<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                               | NHTSA Previously<br><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<br><br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Estimated Property Damag | Reported to Police<br><br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|----------------------------------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------|----------------------|--------------------------|-----------------------------------------------------------------------------------------------|

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

CONSUMER NOTICED WHILE RETURNING FROM A ROAD TRIP THAT SIDEWALLS OF ALL 4 TIRES HAVE RAZOR BLADE LIKE MARKINGS. AT FIRESTONE WILL REPLACE THEM AT \$75 A TIRE. FORD DEALER WILL REPLACE TIRES IF CONSUMER AGREED TO SPLIT THE COST. CONSUMER HAS A 2000, FORD, EXCURSION WITH ORIGINAL TIRES, SIZE LT26575R16 WITH 30,000 MILES.\*AK

COPIES OF REPORTS - FREE -

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 436

Date Received

01 JUN 24 PM 1:00  
08 JUN 2001OFFICE  
DEFECTS INVESTIGATION

Od or

rt dt

od rt

up ltr

ON

Reference No.

890012

## OWNER INFORMATION (Type or Print)

696112

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 7/15/2001

## VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Locating at agency or  
whichever on driver's side)

1FMVU42L4YEC18722

Vehicle Make

FIRESTONE

Vehicle Model

STEELTEX

Vehicle Year

1900

Current Odometer Reading

36,000

Purchase Date

SEPT 2000

Dealer's Name

PHILLIPS MOTORS

Engine Size  
(CID/CC/L)

5.6

☐ Turbo  
☐ Diesel  
☐ Gas☐ Fuel Injection☒ New ☐ Used

City CARTHAGE

State NC

Zip Code 28327

No Cylinders

8

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☒ Sport Utl☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☒ Other

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

Component

02750010

Part Name(s)

TIRES:SIDEWALL

Location

☒ Left☐ Front☒ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

4

Date(s) of Failure(s)

28-MAY-2001

Mileage at Failure(s)

30,000 MILES

Vehicle Speed at Failure(s)

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

Reported to Police

☐ Yes ☒ No

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

CONSUMER NOTICED WHILE RETURNING FROM A ROAD TRIP THAT SIDEWALLS OF ALL 4 TIRES HAVE RAZOR BLADE LIKE MARKINGS. AT FIRESTONE WILL REPLACE THEM AT \$75 A TIRE.

FORD DEALER WILL REPLACED TIRES IF CONSUMER AGREED TO SPLIT THE COST. CONSUMER HAS A 2000, FORD, EXCURSION WITH ORGINAL TIRES, SIZE LT26575R16 WITH 30,000 MILES.\*AK

MY FORD DEALER AND I REPLACED TIRES WE SPLIT THE COST. THE CRACKS IN THESE TIRES GO ALL THE WAY AROUND TIRE, AND ARE VERY DEEP IN SIDEWALL. I HAVE TIRES AT MY HOME.

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 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 | V | N | W | 8 | 1 | X | Y | 4 | 8 | 9 | 1 | MANUFACTURER/TIRE NAME | R 4 S | SIZE | 265 75R16 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|------------------------|-------|------|-----------|

\* 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)

VNW8 1XY 4891

VNW8 1XY 4891

VNW8 1XY 4891

☆ U.S. G.P.O.: 1982-623-897 / 60296

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



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 Management Staff NSA-10.01  
400 7th Street, SW  
Washington, DC 20590

