Moisten Here Moisten Here Moisten Here

Form Approved: O.M.B. No. 2127-0008

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

Use a No. 2 pencil or a blue or black ink pen only.
CORRECT MARK: ●

FOR AGENCY USE ONLY
Date Received 7/17/01
Reference No

OWNER INFORMATION (Type or Print)

ZIP CODE + 4 — DAYTIME TELEPHONE NUMBER — AREA CODE

[redacted]

manufacturer of your vehicle? No — SIGNATURE OF OWNER

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Located at bottom of windshield on driver's side)	VEHICLE MAKE	VEHICLE MODEL	MANUFACTURE DATE	MODEL YEAR
1FMYU04121KF31793	Ford Escape	2001		2001

VEHICLE MANUFACTURER: ○ BMW ● Ford ○ Honda ○ Nissan ○ Subaru ○ Volvo ○ Other ○ Daimler/Chrysler ○ General Motors ○ Hyundai ○ Saab ○ Toyota ○ VW

PURCHASE DATE		DEALER'S NAME	CITY	STATE	ZIP CODE
12-00	● New ○ Used	Bill Clough Ford	Windsor	NC	27983

ENGINE SIZE: CID/CC/L ______ NO. CYLINDERS 6
FUEL SYSTEM: ○ Turbo ● Fuel Injection
FUEL TYPE: ○ Diesel ● Gas
TRANSMISSION TYPE: ○ Manual ● Automatic
ANTILOCK BRAKES: ● Yes ○ No
RESTRAINT SYSTEM: ● Driverside Airbag ● Passengerside Airbag ○ 3-Point Belt ○ 2-Point Belt ○ Motorbelt
CRUISE CONTROL: ● Yes ○ No

DRIVETRAIN: ○ Front ● 4-Wheel ○ Rear
VEHICLE TYPE: ○ Car ○ Minivan ○ Truck ○ Other ○ Van ● Sport Utility ○ Motorcycle
DOORS: ○ 2-Door ● 4-Door
BODY STYLE SUV: ○ Hatchback ○ Sedan ○ Pick Up Truck ○ Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: ○ Child Seat ○ Electrical Lights & Alarms ○ Engine & Cooling System ○ Equipment ○ Fuel System, Exhaust ○ Heater, Defrost, Ventilation ○ Interior ○ Parking Brake ○ Power Train ○ Service Brakes ○ Steering ○ Structure ○ Suspension ○ Visual Systems ● Other TIRES

NO. OF FAILURES:

To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).

INCIDENT DATE: 2 bad tires 5-01 & 6-30-01

TIRE NAME: wilderness Firestone HT

COMPLETE TIRE SIZE: P235/70/R16 wilderness HT

MILEAGE AT INCIDENT: 10,000 / 13,500 (2nd)

VEHICLE SPEED AT INCIDENT: N/A

TIRE BRAND: ○ BF Goodrich ○ Cooper ● Firestone ○ Goodyear ○ Kelly Springfield ○ Michelin ○ Yokohama ○ Other

FAILED PART(S): ● Original ○ Replacement

HANDICAPPED ADAPTIVE: ○ Yes ● No

FAILED PART(S) AVAILABLE? ○ Yes ○ No yes/NO

NHTSA PREVIOUSLY CONTACTED? ○ Yes ● No

APPLICABLE 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
NUMBER OF PERSONS INJURED:
FIRE: ○ Yes ○ No
NUMBER OF FATALITIES:

CAUSE OF INCIDENT: ○ Wear/Corroded/Rust ○ Weak/Poor Fit/Loose ○ Cut/Torn ○ Disconnect/Fell Off ○ Erratic/Poor Performance ○ Excessive Effort ○ Noisy ○ Leaks ○ Short ○ Locks/Sticks/Grabs ○ Stability/Vibration ○ Broken

RESULT OF INCIDENT: ○ Explosion/Fire ○ Loss of Control ○ Poor Visibility ○ Inadvertent Start ○ Rollover ○ Stalls ○ Sudden Acceleration

PLEASE DO NOT WRITE IN THIS AREA

03228

Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

On 5-22-01 a tire was replaced - Front driver's side.

on 6-30-01 another tire is splitting - PASSenger rear tire - this tire has not been replaced yet.

The first tire replaced was pro-rated - I have been told not to pay this bill yet. I do not feel that we should have to pay for 2 tires that have gone bad. We bought the vehicle new in December of 2000.

I feel very unsure driving our new vehicle - wondering if these tires are going to cause an accident to my family - either by serious bodily injury or death.

Continue on additional page if necessary. *See Attached yellow sheet

Describe any additional incidents. (Include date and mileage)

HS Form 350 (Rev. 8/99)

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
FIRST-CLASS MAIL PERMIT NO. 79173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

Complete and return or place in your car manual for future use

VEHICLE OWNER'S QUESTIONNAIRE (VOQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

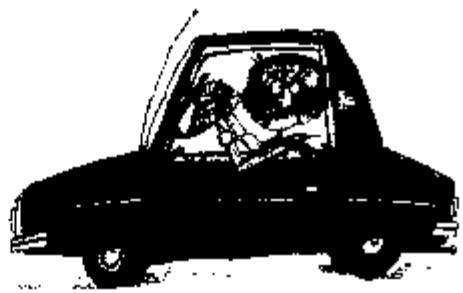
DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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