



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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 10083

Date Received

Repository

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Reference No.  
10025134

**OWNER INFORMATION (Type or Print)**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City LYONS State OR Zip Code \_\_\_\_\_

Daytime Telephone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

Evening Telephone Number \_\_\_\_\_

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

Make JAYCO		Model DESIGNER <del>MM</del> MH	Model Year 2000
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 190000 TIRES
Multiple Failure: + 2			

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

Incident Date(s) 5-26-03 6-17-03	Failure Mileage 13,925 13,475	Failure Speed 45-50
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make FIRESTONE	Tire Model (Name or Number) STEELTEX	Tire Size (Example P215/65R15) R 45LT 225/75 R16 M/S
DOT No. (Example: DOT H4LSABC036) VD16-1XD-369	<input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: Sisters, Or. & Stayton, Or
Tire Component Code 190000 TIRES	The Failure Type: <u>blowout Tread Separation</u>	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

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 Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;  
i.e. parts repaired or replaced (and if old part is available).

CONSUMER CALLED COMPLAINING ABOUT HAVING PROBLEMS WITH THE TIRES FIRESTONE STEELTEX #R4522575R16MS). THE CONSUMER ALSO STATED THAT THE TIRE BLEW OUT WHILE DRIVING. \*NLM

The 1st tire only blew out AFTER Tread Separation  
NO-2- The Tread CAME OFF but tire WAS STILL INFLATED  
CAUSING DAMAGE TO MOTOR HOME.  
ANOTHER TIRE ON FRONT LOOKED DEFECTIVE AFTER 12,000 MILES AND  
we replaced it Then

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) 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.

[REDACTED]

Lyons, OR

2003 JUL 28 AM 10:32 2003 JUL 28 AM 10:32

July 2, 2003

BFNT, LLC  
1102 Appleton Dr.  
Nashville, TN 37210

To Whom It May Concern,

We have had three tires fail within three months time on our 2000 Jayco Motorhome.

1. On a trip in April of 2003 we noticed, a front tire was looking bad so we replaced it with only 12,000 miles were.
2. On May 26, 2003 the second tire a left rear outside dual threw the tread . We were between Sisters and Redmond Oregon and had only traveled about 35 miles from camp. We were only going about 40 MPH. We were able to get off of the road and change to the spare.
3. On June 17, 2003, we left home and had just entered the highway when we heard a terrible noise and we stopped and checked and could find nothing wrong. We started out again and at about 45 MPH we started vibrating and very noisy. Before we could get off the highway the right rear outside dual tread seperated and flew off . It tore off the mud flap and drove the tailpipe up into the cargo door and tore the door up. The tire was still inflated and we were able to drive onto Les Swaub, in Stayton Oregon, where we checked the air pressure and it was the same as when we left home 76 pound in dual that tread seperated and 79 in inside dual . We told them then to take all 6 tires off and replace them as they were defective tires. After having three go we were getting very paranoid and not willing to risk having the others go. We asked them if they would compensate us for the other tires and they said no, that they would have slash them so as not to take a chance on one of the other salesmen selling them as the tread was still very good and they would be liable if they sold them and they failed and caused damage or death. We have had several Class C motorhomes and have driven them all the way across country in all kinds of weather and have never had any kind of tire problems . This is our first experience with Firestone Tires . I have always checked the tires and air pressure before leaving and each time they were

okay. We have taken this fire to several different tire stores and everyone has told us it is definitely defective tires. We feel we should be reimbursed for the damages to our motorhome and replacement of tires. It is not a good feeling to be riding along and have this happen within such a short time span. We appreciate your consideration of this matter and trust you will deal with it in a timely fashion.

Thank You  
Sincerely ,



**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**