



DOT Auto Safety Hotline

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

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received

01-OCT-2003

2004 JAN 12

Repository ☐

Reference No.

10042048

OWNER INFORMATION (Type or Print)

Name

Address

City

GRAND MARAIS

State MN

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an answer, NHTSA will contact the manufacturer by name or address to the vehicle manufacturer.
Signature of Owner: [Signature] Date: 2/10/03 YES ☒ NO ☐ (Yes)

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

4UZAAB8V

Make

WINNEBAGO

Model

JOURNEY DL

Model Year

2002

Date Purchased

9/01/01

Dealer's Name and Telephone Number

Liechten Motors

Engine:

No. Cylinders

6

Fuel Type:

Diesel

Original Owner

Dealer's City

Forest City

State

IA

Zip Code

50436

Transmission Type

Allison

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

190000 TIRES

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Three

Failure Mileage

22000 and 17,500

Failure Speed

50 MPH and 65 MPH

#1 Valdosta, GA. 3 May 2003 17,500 mi
#2 Black River Falls, WI. 31 Aug 2003 21,000 mi
#3 Austin, MN 24 Sept. 2003 22,000 mi

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

MICHELIN

Tire Model (Name or Number)

MICHELIN

☒ Original Equipment

☐ Prior Repair

Tire Size (Example P215/65R15)

235/60R22.5XRV

DOT No. (Example: DOTM18ABC036)

MEGRD. in 2000

Failure Location:

Valdosta, GA Austin, MN
Black River Falls, WI
Austin, MN

Tire Component Code

190000 TIRES

Tire Failure Type Blow-out Zipper

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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).

MICHELIN BRAND NEW TIRES MANUFACTURED IN 2000. CONSUMER HAD A BLOW OUT AT 17,000, AND TWO MORE AT 21,000. WHILE DRIVING AT 60 MPH DRIVER'S REAR INSIDE TIRE SPLIT 8 INCHES. CONSUMER TEMPORARILY LOST CONTROL. THE SECOND BLOW OUT OF DRIVER'S REAR TIRE OCCURRED AT 65 MPH. PASSENGER'S SIDE REAR TIRE WAS THE THIRD TO BLOW OUT. *AK @ 50 MPH in Austin MN

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Michelin Tire Company is Pulling a Firestone story that The Tire Failures are the Result of Customer Failure in Every way! Not So! Michelin Tires are a Manufacturers Defect! Must be identified AND the Blame is Sldy on Michelin

Michelin Tire Co. in addition to Attempted Murder of My Family also owes Me over one thousand dollars out of Pocket Cash. If Michelin REFUSES to Accept Responsibility for My out of Pocket Tire Replacement - I will continue for ONE Million Dollars Per Blow-out!

I am hopping the N.H.T.S.A. will interview.

Thank you

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.gov

11 Dec. 2003

National Hwy Traffic Safety Adm
Office of Defects Investigation, NVS 216
400 7th st. sw
Wash., DC 20590

Hello,

Enclosed are some of my pertinent papers regarding my complaint about Michelin Tire Co. and that they are not admitting to a manufacturing defect in their tires and by which they are in effect trying to murder my family. At this time I am still out-of-pocket expense of over one thousand dollars, delays in travel and smarting from the disrespect and attitude of Michelin Tire.

We have encountered three blowouts called zipper rips on the highways. All are life threatening, costly and time consuming. Naturally these things happen on Holidays or at night in remote areas adding to the anxiety. And large motor home manufactures are NOT supplying spare tires any longer, as they believe in the integrity of the tire specifications that they require, but Michelin does not adhere to.

Thank you for your attention to this very important safety matter.

Sincerely,

A large rectangular black box redacting the signature and name of the sender.A rectangular black box redacting the return address of the sender.

800.569.6972, 7335, 6599, 1871

Sept 2003

~~422, 2139 R~~

WARRANTEE ITEMS WINNIBAGO (W) and FREIGHTLINER (F)

22 Sept 03
Boyer
WHW 1) oil leak
O.R. fans
air 2) H.O. Leak
condition PF hand
✓ 3) Tires - Michelin
OK 4) 2 Brake Heavy
Passenger front

WHW 23 Sept 03
1 PM Tires I Ten Brett
Hudson, WI. Door latch
IDT. WHW and 2003

TCI Rogers Aug. 31 2nd
23 Sept. 10 AM
Tank & John Bressanelli
Inspect Michelin
580. - 3 tires
800.333-2010

3rd Zipper
Austin, MN
Fixed by
Bauer Built Dean
Rochester, MN
507.282-4277
Bob Finch
2 Tires
600.1
24 Sept 03

Liechten mtrs, Hiedi, Tim 800.343.6255

Pleasureland, Anoka, Mn, Bruce refused to do warrantee service

800.725.7740 we bought 1999, new brave that was totaled...

Boyer freightliner, Rogers, mn 800.220.8495 John McCormack, Keith, Terry

Winnie Customer Service, Neal E. Flugum, JH

641.585.6860, 946 S 4th st, 50436

Winnie Authorization 1.800.537.1885, Brian, Michael, troy

Thunder Bay, Smith RV Center, 807.346.9399

Hudson, WI 800.515.9121 Randy Iten Chev

WHW, 800.321.3494

Michelin, Yolanda Fay 888.622.2306 or 800.847.3435

Freight Liner - 800.385.4357

① 13 last called Hiedi - Any T. Problem
I call Michelin & Freight

② called Michelin Greg
got washed 15 Sept

③ weigh - TAC Rogers 5
22 Sept 03 763.428.229

④ Winnie cust. serv. Michael
call Freightliner

ok 5. Freightliner - Terry, John

Sept 22nd oil? Leak, driver new under Fans Boyer, Rogers, MN
6 PT

Michelin tire blew zipper rip, Sunday, Labor day holiday, J Care, Rick,

Black River Falls, WI. Two Bridgestone 255/70R22.5 R294, 110H #800. - outside O.R.

WARRANTEE or 5 satisfaction. Winniebag, Michelin, Freightliner

Michelin 235/80R22.5 XRV, 100W, 21000mi, 1st at 16000mi 13/32trd.

Aug. 30 HOG Milwaukee, slides don't work called WHW check Dex III yes, 3 qts
down as not checked at Winnie cust. serv.

oil on driveway, Milwaukee. dv new under 2 fans

July 03 Rally Customer Service; Sat. 6am, Warrantee; slideouts both, 2 hoses + ?,

Generator breakers OK, wires loose cig liter, batteries relay replaced.

MUST? With generator still not over 30 amps.

June 03 Generator continued problems; 50 Amp ground fault breakers, Short in
wiring of camper and generator breakers..click,click,click in radio..

Michael at Winnie ems board make

appt. at Rally 16 July. (23 June)

Powerline General Dynamics 800.251.2408, Victor the horses mouth

NO ems Board connection

Onan, 2 calls, Tom, Winnie problem, generator is 30/30 amps. Top

Breaker is heat pump/air cond. Lower breaker is house.

Total amp 54. 30 house. 30 air cond.. Only lower breaker

breaks. Top 30 amp not connected.

May 03 cig. Liter, Boyer Ford, air cond. Warrantee, front window leak driver
Side.

Tire Blow out, Zipper type, rear inside driver, in Ga. \$486 bad deal. #500,

Yolanda Fay, Michelin 40% rebate ok. Valdosta, Ga #120-

Jan. 03

called Lazy Daz for May 6 appt. auth. #10c61310 mud flap, warrantee

Bridgton

Kim

22 Sept 03

WHW. & ~~Brett~~ wanted

Hudson, WI I Tan ch.

(KX) 1 PM Tues 23rd Sept
Brett

24 Sept 03

1:30 PM Austin 3rd

Zipporah

John on 23 Sept 03

William - ~~also~~ decision makers

Kay Butler -

TCI

~~512.251.6800~~

Albert Lee

Janet Wade

~~from Bly~~

~~Albert Baver Built truck~~

~~507.873.6469~~

289. Rochester 507.282.4277

Baur Built the Deer

Bob.

3 times
one was 00 mark Hog
Bought Two times 606.-

Zipporah Piff, Pass
507
Sylvia 433.007

Legal Dept.

Mich Hord

B 19001

Summerville, SC

29602





Oct 2004 - Michelin -

Consumer Relations

888.622.2306
800.847.3435

call - update

1. 3 Tires @ Bauer ^{Built} in Rochester 3rd Blow out
Austin MN. Have you received report or Max
Contract
2. What do you intend to do?
 - A. I am out about \$2,000, - need reimburse
 - B. recognition of Tire Defect and remedy.

- 3.) I have done what you have requested. Why:
 - A. called Michelin to report each blowout
 - B. had it ⁶⁹ sealed - way inside Mich. Specs
 - C.

- 4.) Have Talked to Rolanda, Greg, Margaret, Max
Ed, Janet, Colata.

update: Wed, 8

ongoing Mich. Tire Problem

Colata -

Manager tried to call? Fri. 3rd for 4 times

Janet - offered 50% for 3 tires

8 Oct Insurance Paul - sent in roadside claims

9 Oct sent in for 50% Goodwill

9 Oct call back from Bauer Rochester about 3 tires - 1st.

**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).**