



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 100184

Date Received: 02-DEC-2003
Repository:
Reference No.: 10049899

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: WASHINGTON State: NC Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an answer, your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 12/19/03

10 VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4U26XFBC6X [REDACTED]
Make: COACHMEN Model: SANTARA Model Year: 1999
Date Purchased: MAY 1999 Dealer's Name and Telephone Number: CRISP RV CENTER
Original Owner: Dealer's City: Chocowinity State: NC Zip Code: 27817 Engine: 6 Cylinders Fuel Type: DIESEL
Transmission Type: Allison Antilock Brakes: Powertrain: B model Cummins
 Cruise Control Vehicle Component Code: 192000 TIRES:SIDEWALL
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 14-JAN-2003 Failure Mileage: 26000 Failure Speed: 70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: MICHELIN Tire Model (Name or Number): XRV Tire Size (Example P215/85R15): 235/BOR 22.5
DOT No. (Example: DOTM16ABC036): 888JBLPC258 Original Equipment Prior Repair Failure Location: DRIVER SIDE FRONT
Tire Component Code: 192000 TIRES:SIDEWALL Tire Failure Type: BLOWOUT

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

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: 0 Number of Deaths: 0 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).

WHILE DRIVING AT 70 MPH FRONT LEFT TIRE BLEW OUT. SEVERAL MONTHS LATER, THE SAME THING HAPPENED TO THE REAR RIGHT INSIDE TIRE. ON BOTH TIRES THE SIDEWALL RUPTURED, CAUSING THE BLOW OUT. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-570 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.

NVS-200

2004 FEB 23 PM 12:44

January 30, 2004

US Department of Transportation
National Highway Traffic Safety Administration
400 Seventh Street SW
Washington, DC 20590

RE: Tire Failure Safety Concerns

Gentlemen:

Enclosed is your Vehicle Owner's Questionnaire to report vehicle safety defects. Thank you for providing this form to me and giving me the opportunity to share my experience with the Michelin XRV tires with you. It is my hope that this report may prevent others from having automobile/RV accidents that could be prevented. If the public is informed that this tire is unsafe when used on RV's of similar size and weight as mine, then hopefully lives can be saved.

Fortunately, I have many years of driving experience and when the sidewalls of my tires blew on two separate occasions, I was able to control my RV and avoid an accident. My years of driving experience have also taught me the importance of checking air pressure in my tires prior to departing for any trip.

As of January 14, 2003 there was only 26,000 miles on my 1999 Coachmen Santara RV. I find it unusual that on one occasion the front left tire sidewall blew out on a relatively new tire with low mileage, and nine months later the right rear tire sidewall blew out and causing damage to my RV on both occasions the blowouts occurred with no prior warning or indication of tire problems. I have done some investigating on my own through the internet and found several other incidents of tire blowouts similar to mine. It is apparent to me that these tires, although marketed for RV use and sold as a part of a new RV unit, are not safe when used on RV's traveling on interstate highways.

Thank you for your time and assistance and if you require any additional information, please let me know.

Sincerely,

[Redacted signature]

Enclosures

Handwritten:
2/24/04

**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).**