



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 100147

Date Received
2004 FEB 19 AM 10:01
22-JAN-2004

Repository ☐
Reference No.
10065633

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NORWOOD State NC Zip Code [REDACTED]

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

Do you authorize NHTSA to conduct a review of this report to the manufacturer of your vehicle?
In the absence of an address to the vehicle manufacturer. ☒ YES ☐ NO
Signature of Owner [REDACTED] Date 2-12-04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
4UZ6XJCA7YC676759
Make ~~Subaru~~ NEUMAN Model DUTCH STAR Model Year 2000
Date Purchased SEPT. 2000 Dealer's Name and Telephone Number FALLS CAMPER Engine: CFI Fuel Type: DIESEL
Original Owner ☒ Dealer's City LEXINGTON, KY State KY Zip Code
Transmission Type AUTO ☐ Antilock Brakes ☒ Cruise Control Powertrain FREIGHTLINER CHASSIS Vehicle Component Code 190000 TIRES Multiple Failure: X3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 24-DEC-2003 Failure Mileage 21000 Failure Speed 85 MICHELIN 255/80R/22.5 KRV-
31-DEC-2003 21500 15W TO 22 11 11 11 11 11

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make MICHELIN Tire Model (Name or Number) RADIAL Tire Size (Example P215/65R15) 255/80/22.5/KRV
DOT No. (Example: DOTM18AB038) DOT 86H6AK3379 ☒ Original Equipment ☐ Prior Repair Failure Location LINCOLN AKA NEWMAN
Tire Component Code 190000 TIRES Tire Failure Type SIDEWALL BLOW OUT

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 YES

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 ON THE HIGHWAY AT 65 MPH DRIVER'S FRONT TIRE BLEW OUT, CAUSING THE DRIVER TO PULL OFF THE HIGHWAY.
CONSUMER WAS ABLE TO HAVE AAA COME AND CHANGE THE TIRE. THEN, DRIVER PROCEEDED TO DRIVE, AND WITHOUT WARNING, THE
RIGHT PASSENGER TIRE BLEW OUT, FORCING THE DRIVER TO PULL OFF THE HIGHWAY. SHE CONSUMER STATED THAT THE VEHICLE DID NOT
HIT ANY OBJECTS ON THE ROAD. TIRE SIZE 255/80/22.5/KRV. *AK
We even just notified today that they were recalling the
two front tires + would replace them with bigger tires.
Since we had a blowout in the back also with the same
tire we feel they should replace all of them. Newmar is
the one who called about the recall.

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

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2/5/04

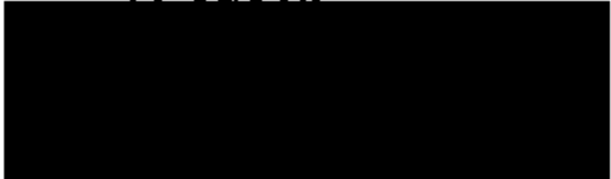
To Who It May Concern,

We were on our way to Memphis, In. for Christmas with our granddaughters. We had 1st blowout at 60 MPH on I-20 on Christmas Eve. It was on the front driver side. It damaged wheel cover & blew out part of floor pan. New Motorhomes don't come with spares so our roadside service sent wrecker out and pulled us to a Campground where we stayed until day after Christmas. They brought the new tire out of that cost us \$302.00. The wrecker did \$1300.00 worth of damage to the front of our Motorhome as they pulled us into the Campground. We went onto Memphis for a late Christmas. On New Years Eve we left for Florida and made it to Dothan, Ala. and going thru town at 15 MPH we had a 2nd blowout on front passenger side which did more damage to our floor pan and wiring. Roadside service brought 2 new Michelins from Montgomery, Ala. (200 miles) and they cost us \$800.00. But now we have a spare. After

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Spending most of the day on the side of the road, we decided to cancel our plans for Fla. and return to N.C. to repair damage and get rid of the other 4 Michelins. We made it to Newnan, Ga. on I-85 and blew out the rear inside dual tire. We had a spare this time but roadside service sent out a wrecker instead of someone to change a tire so we had to get go on our own and get a truck service out of LaGrange, Ga. to come out and change it. We had to pay another \$180.00 for that. We had to drive it to a gas station at 15 MPH on I-85 in the dark where they met us and changed the tire. We knew we would never make it back to N.C. on those Michelins so we drove real slow (45 MPH) to our sons home in Covington, Ga. and made it there about 1:00 a.m. The next day we called Michelin to report the 3 sidewall blowouts and they wouldn't take any responsibility, but said if we took them to T.C.I. in Ellenwood, Ga. a Rep. would check them out. After we got back to N.C. T.C.I. called us and said that a Rep. had checked our tires and agreed

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to pay us \$95.00 a tire. We asked about Michelin paying for the damage to our Motorhome if they were defective tires and they said if we complained we probably wouldn't even get the \$95.00 for each tire. So far we haven't seen any money from them and it has been a month.

We stayed a week at Covington trying to get different tires for the rear of our Motorhome. We finally got 4 Good Years size 265/75/225 which was another \$1304.00. We got in touch with Freightliner and they told us we could put different tires on the back as long as they were the same size as the front. We don't like to mix tires but will never have another Michelin tire on the Motorhome unless they recall and replace all six of them.

Thank you for your time and we hope you can do something about these Michelin tires. We have four pages from the internet of other people who had the same problems.
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).**