



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 100181

Date Received
2004 APR 20
12-FEB-2004

Repository
AN-8-53
Reference No.
10058041

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City DENVER State CO Zip Code _____
Telephone Number _____
E-mail Address _____
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

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
4UZAABHV61C128134

Make NEWMAR Model KOUNTRY STAR Model Year 2001

Date Purchased 02/14/2001 Dealer's Name and Telephone Number NEWMAR CORPORATION 574-773-2381 Engine: No. Cylinders Fuel Type: Diesel

Original Owner Dealer's City Aurora State CO Zip Code 80011

Transmission Type Allison Antilock Brakes Cruise Control Powertrain Vehicle Component Code 190000 TIRES
Multiple Failures:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 11-FEB-2004 Failure Mileage Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)

DOT No. (Example: DOTM1A9ABC036) Original Equipment Prior Repair Failure Location:

Tire Component Code Tire Failure Type

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).

RECALL 04V037000 CONCERNING NEWMAR TIRES. CONSUMER RECEIVED THE RECALL LETTER ON 2/11/2004. CONSUMER CONTACTED NEWMAR CORPORATION TO REQUEST THAT ALL TIRES BE REPLACED INSTEAD OF JUST THE FRONT TIRES. MANUFACTURER INFORMED CONSUMER THAT ONLY THE FRONT TIRES WERE COVERED UNDER THE RECALL, AND ANY ADDITIONAL TIRES WOULD BE REPLACED AT THE OWNER'S EXPENSE. *AK

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

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



NEWMAR QUALITY: A WAY OF LIFE.

RECALL NOTICE

January 26, 2004

[REDACTED]
DENVER, CO [REDACTED]

VIN # 4UZAABHV61CJ28134

Coach # [REDACTED]

Dear Newmar Customer:

Newmar Corporation has decided that a safety issue exists in 1997 through 2000 Dutch Star motorhomes and 2001 through 2002 Kountry Star motorhomes, built on a Freightliner chassis. Our records indicate that your motorhome is affected by this recall. The purpose of this recall is to replace the front tires with tires that have a higher carrying capacity.

Subject Vehicles. 1997 through 2000 Dutch Star, and 2001 and 2002 Kountry Star, built on Freightliner Chassis and equipped with Michelin 255/80R22.5 XRV tires.

Safety Issue. Newmar has learned of instances of carcass ply fatigue tire failures occurring which appear to be a result of vehicle overloading, tire underinflation, or a combination of the two, with respect to the subject vehicles. When these vehicles are overloaded or tires underinflated, the steel carcass ply reinforcement cords in the tires can fatigue, and the tire sidewall can rupture without warning due to overdeflection. Underinflation/overloading can cause permanent damage to tires.

Risk. This condition could result in a sudden failure of a front tire without prior warning, potentially resulting in loss of control of the motorhome.

Vehicle Owner Precautions. Until the tires are replaced,

- a. Do not exceed gross vehicle weight ratings or gross axle weight ratings.
- b. Inspect your front tires for any signs of unusual wear or damage. Do not drive on tires that appear to be excessively worn or damaged.
- c. Be sure to maintain air pressure in the front tires at the maximum rating pressure of 105 psi.

d. It is critical that you:

- Know your tire and axle ratings
- Know your actual per corner weights
- Maintain proper tire pressures at all times
- Check your tire pressure on a regular basis

Remedy. Newmar will replace your front tires with Michelin 275/70R22.5 XZA1 tires, which provide a greater carrying capacity. Newmar offers this replacement, including installation, at no cost. Please call toll free 888-852-8446 to locate a participating servicing location. After the new tires have been installed, (this service should take less than two hours). It is important that you do not rotate tires front to rear. Newmar will issue you a new certification tag documenting the new front tires installation and simultaneously increasing the rear tire inflation pressures to 105 psi.

Problems or Questions. If you experience any problems obtaining replacement tires, please contact Newmar's toll free customer service at (888) 852-8446 for assistance. If you believe Newmar has failed or is unable to remedy without charge the condition outlined above within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free auto safety hotline at 888-327-4236.

Newmar apologizes for any inconvenience this may cause, but please understand that we are committed to your satisfaction and safety.

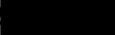
Sincerely,

NEWMAR CORPORATION

April 6, 2004


Denver, CO 

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NFS-216
400 7th Street, SW
Washington, DC 20590

Re: Reference #10058041
VIN # 4UZAABV61C128134
Coach # 

Dear Traffic Safety Administration:

Newmar Corporation has decided that a safety issue exists in my 2001 Kountry Star. They say that the front tires do not have a high enough carrying capacity. Their solution to this problem is to replace only the two front tires. My concern is, that as time goes on, tire rotation will not be possible because the two new replacement tires do not match the four existing rear tires, which also do not have a high enough carrying capacity.

Obviously there was an engineering defect and Newmar Corporation only wants to take responsibility for 1/3 of the problem and leave me with a situation where I have to pay between \$1000 and \$1500 to replace the rear defective tires when it comes time to rotate the tires. I feel that it's Newmar's responsibility to replace all six tires.

Sincerely,


Cc: Newmar Corporation

See 3 Attachments