



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

2004 JUN 21-APR-2004

Repository ☐

Reference No.  
10068582

OWNER INFORMATION (Type or Print)

Name

Address

City

WEST SPRINGFIELD

State

MA

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

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

4VZBN2394V

Make

NEWMAR

Model

DUTCH STAR

Model Year

2000

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

190000 TIRES

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

7-18-03

34300

45 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

MICHELIN

Tire Model (Name or Number)

255/80R

Tire Size (Example P215/65R16)

255/80R-22.5R

DOT No. (Example: DOTM15ABC036)

☒ Original Equipment

☐ Prior Repair

Failure Location: US 90 - STATE OF WASHINGTON

Tire Component Code

Tire Failure Type: 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), cause(s), 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).

RECALL 04V037000 CONCERNING TIRES. CONSUMER WAS CONCERNED ABOUT THE MANUFACTURER'S RECALL PROCEDURES. THE MANUFACTURER WANTED TO REPLACE THE FACTORY TIRES WITH TIRES ~~WHICH WERE~~ BIGGER THAN THE REAR TIRES. MANUFACTURER WAS ONLY REPLACING THE FRONT TIRES. \*AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 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.

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

AFTER BLOW OUT ON HIGHWAY ON SAT. 4PM - AERI-FIX REPLACED TIRE AT 9PM - NEXT AM, WE DISCOVERED WRONG SIZE AND REPLACED IT AND THE OTHER FRONT TIRE WITH CORRECT SIZE (SEE SHOWN INVOICE) NOT KNOWING THERE WAS A RECALL WE REPLACED WITH THE SAME SIZE AS ORIGINAL TIRES UNDER THE RECALL. THE FRONT TWO TIRES ARE BEING REPLACED WE ARE NOT COMFORTABLE WITH TWO DIFFERENT SIZES SO WE ARE REPLACING THE REMAINING FOUR TIRES. WE FEEL ALL TIRES SHOULD BE REPLACED UNDER THE RECALL AT NO EXPENSE TO US.

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 MAIL, 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  
ON

**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  
http://www.dhs.gov/nhtsa



## RECALL NOTICE

COPY

January 26, 2004

[REDACTED]  
WEST SPRINGFIELD, MA [REDACTED]

VIN # 4VZBN2394Y [REDACTED]  
[REDACTED]

Dear Newmar Customer:

Newmar Corporation has decided that a safety issue exists in 1998 through 2000 Dutch Star motorhomes, built on a Spartan 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.** 1998 through 2000 Dutch Star, built on Spartan 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.

COPY

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 (800) 867-6478 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 (800) 867-6478 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**

**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).**