



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 1367

Date Received

Repository ☐

2004 JUN - 4
10-MAY-2004

Reference No.
10073346

OWNER INFORMATION (Type or Print)

Name

Address

City MIDLAND

State TX

Zip Code

Daytime Telephone Number

Evening Telephone Number

Do you authorize NHTSA
In the absence of an
Signature of Owner

Manufacturer of your vehicle? ☒ YES ☐ NO
or name or address to the vehicle manufacturer.
Date 5/17/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
4UZ60CA2WC965513

Make
NEW MAR

Model
DUTCH STAR

Model Year
1996

Date Purchased

3-1998

Dealer's Name and Telephone Number
NEW MAR 574-773-2381

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

FT. WORTH TEXAS

State

TEXAS

Zip Code

6

DIESEL

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

190000 TIRES

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
14-FEB-2004

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Michelin

Tire Model (Name or Number)

XRV

Tire Size (Example P215/65R15)

255/80R/22.5

DOT No. (Example: DOTH4SABC036)

☒ 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).

THE CONSUMER CONTACTED THE MANUFACTURER TO HAVE THE TIRE RECALL 04V037000 PERFORMED. THE CONSUMER WAS TOLD THAT THEY WILL SEND THE REPLACEMENT TIRE TO A DEALERSHIP IN THEIR STATE. IT HAS BEEN 3 MONTHS AND THE DEALERSHIP HASN'T RECEIVED THE REPLACEMENT TIRES AND THE MANUFACTURER IS NOT RETURNING THE CONSUMER'S CALLS. JJB

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)

Newmar Corp. was supposed to replace the two front tires on my motor home. It has been over three months and I still do not have my tires replaced. Newmar finally returned my phone call and said a tire dealer would set up a date to replace the tires. To date no one has called. The replacement tires are larger and more load bearing. I have been afraid to drive my RV for three months now. How long will this go on.
(See additional sheet)

U.S. Department
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Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

MIDLAND



ATTACH ADDITIONAL SHEETS IF NECESSARY

GREETINGS

FROM

Earl E. ...

5/18/01

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



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OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

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COMPLETE THIS FORM
ON

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and dial toll free at

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Another thing that bothers me about this recall is the fact that we will now have two different size tires on the vehicle. If the front tires have been determined to not have enough carrying capacity for the vehicle, what about the rear tires. Although the rear tires are dual, they carry by far the most load. I think someone designed all the tires sizes too small. If there is not a design problem with the tires, I wonder what size tires Newmar is using on their new Dutch Star motor homes.