



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  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received  
2005 NOV 16 PM  
24-OCT-2005

Repository   
# 14  
Reference No.  
10140812

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City [REDACTED] State AZ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
Evening Telephone Number [REDACTED]

E-mail Address  
N/A

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  YES  NO

Signature of Owner [REDACTED] Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
4KZFS32Z [REDACTED] Make NATIONAL RV Model SEA BREEZE Model Year 2000

Date Purchased 01-OCT-00 Dealer's Name and Telephone Number JOHNNY WALKER RV 702-458-2092 Engine: No: Cylinders Fuel Type:

Original Owner  Dealer's City LAS VEGAS State NV Zip Code

Transmission Type N/A  Antilock Brakes  Cruise Control N/A Powertrain N/A Vehicle Component Code 10100 TIRES:TREAD/BELT Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 03-SEP-2005 Failure Mileage Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make GENERAL Tire Model (Name or Number) AMERI 550 Tire Size (Example P215/85R15) LT245/75R16

DOT No. (Example: DOTM18ABC038) AD11C98  Original Equipment  Prior Repair Failure Location: PASSENGER SIDE FRONT

Tire Component Code 101000 TIRES:TREAD/BELT Tire Failure Type BLOWOUT

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).

DT: THE CONTACT STATED THERE WAS A BLOW OUT ON THE FRONT DRIVER'S SIDE TIRE ON TRAVEL TRAILER. THE TREAD SEPARATED AND WRAPPED AROUND THE AXLE. THIS WAS THE SECOND TIME THAT THIS OCCURRED. THE FIRST TIME THAT A BLOW OUT OCCURRED THE MANUFACTURER PROVIDED TWO REPLACEMENT TIRES FREE OF CHARGE. THE TIRE THAT BLEW OUT WAS ONE OF THE REPLACEMENT TIRES. THE MANUFACTURER INSPECTED THE TIRE AND SAID THAT IT MAY HAVE HAPPENED BECAUSE THE DRIVER HIT A CURB. ALSO, THE MANUFACTURER SAID THAT THERE WAS TOO MUCH WEIGHT ON THE TIRE, AND NOT ENOUGH AIR IN THE TIRE. THE CONTACT STATED THAT HE DID NOT HIT A CURB WITH THE TRAVEL TRAILER, AND THAT THERE WAS NOT TOO MUCH WEIGHT FOR THE LOAD OF THE 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)

ENCLOSED IS THE VIN # of the 5th wheel  
travel trailer that the tire blew on.

4KZFS3228 [REDACTED]

The truck had NO tire problems.  
It's a 2001-2500 HD GMC Sierra  
no tire problems!  
The ~~second~~ second General tire being the one that blew &  
took off & refused to use & get a new tire.

He'd find out are General Lt 245/75R16 - LOAD E  
O20 DOT B011 - DOA 4701 -  
DK46809-47201 - 26116

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



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



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

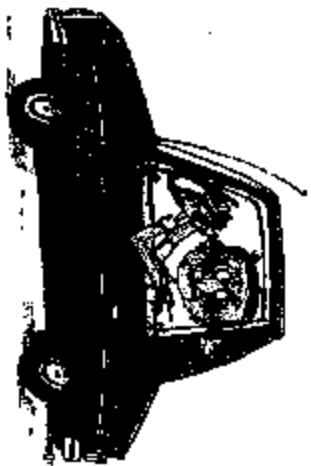
**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

1-888-327-4236

DOT Auto Safety Hotline  
(DASH) 2 DOT



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# Continental TIRE

Service Center

October 11, 2005

[REDACTED]  
Yuma, AZ [REDACTED]

Property Damage Claim: 5251013

Tire: LT245/75R16, Ameri 550 AS, DOT: AD11C9B????

Dear [REDACTED]:

We have completed the technical examination of the tire.

The examination revealed that your tire was operated in an underinflated and/or overloaded condition. This results in high operating temperatures, causing structural damage. Please refer to page six of the enclosed RMA brochure, Tire Care and Safety Guide.

The examination did not reveal any material and / or workmanship related conditions to explain the failure of the tire.

Since service related conditions are beyond the control of the manufacturer, we must, therefore, respectfully decline your claim. Please refer to the enclosed Limited Warranty and Adjustment Policy brochure under the topic "What is not Covered". For your reference, we have also included a copy of the RMA brochure "Tire Care and Safety Guide".

The subject tire will be held for 30 days from the date of this letter and then disposed. Should you have any questions, contact us at (800) 266 - 5139

Sincerely,

Warranty Claim Department  
Continental Tire North America  
[ServiceCenter@conti-na.com](mailto:ServiceCenter@conti-na.com)

Continental Tire North America, Inc.  
1950 Continental Blvd.  
Charlotte, NC 28273

800-266-5139  
704-588-8476 (fax)

5251013896857105293

\*\*\* FOR AG USE ONLY \*\*\*

LETTER:  
CLOSING:

RT:  
CC:

COPY TO:  
SEND TO:

FILE #: 05-020812

CATEGORY: PS M21 V CFR49

Review YOUR Name, Affiliation, Address & Phone:

[REDACTED]

[REDACTED]

YUMA, AZ [REDACTED]

[REDACTED]

Home Phone: [REDACTED] Work Phone: [REDACTED]

State Name, Address & Phone of the FIRM you are complaining against:

CONTINENTAL TIRE NORTH AMERICAN, INC

1950 CONTINENTAL BLVD

CHARLOTTE, N.C. 28273

FAX 704-588-8476 zip:

Phone: 800-266-5139

For statistical purposes, please indicate if you are \_\_\_\_\_ under the age of 60 or  age 60 and over.

May we send a copy of this to the person or firm you are complaining against? YES  NO ( )  
(If your response is no, we may be prevented from taking any action on your complaint.)

May we provide your name and telephone number to the media in the event of an inquiry about this matter? YES  NO ( )

May we send a copy of your complaint to another government agency for their review or investigation? YES  NO ( )

May we also send a copy to any private agency which resolves disputes like those raised in your complaint? YES  NO ( )

Was an oral or written warranty given? YES ( ) NO

Did you sign any documents? YES ( ) NO

Date of transaction THE GENERAL TIRES CAME WITH THE 2000 NATIONAL SEABREEZE 5TH WHEEL.

Place of transaction IN 2002 ON ABOUT THE 1ST TIRE BLEW & DID DAMAGE TO THE 5TH WHEEL + THE BACK TIRE.  
Witness to transaction NEW GENERAL TIRES. Salesperson's name GENERAL PAID DAMAGE + SENT 2

Total amount of damages (list actual loss only) \_\_\_\_\_

Have you complained to the firm? YES  NO ( )

What was their response? A COPY OF THEIR REPLY ENCLOSED

Was the product or service advertised? YES ( ) NO

If yes, indicate the date and how it was advertised \_\_\_\_\_

Do you have an attorney? YES ( ) NO

If yes, please provide the attorney's name and address \_\_\_\_\_

Is any legal action pending? YES ( ) NO

List any other consumer agencies contacted: \_\_\_\_\_

Please explain the entire circumstances surrounding your complaint below. Please fully describe any oral or written misrepresentations made to you I WROTE OUT THE COMPLAINT FOR YOU ENCLOSED.

I HAVE THE TIRE THAT GENERAL SENT BACK TO ME. I COULD SEND IT TO YOU. THIS TIRE LOOKS THE SAME AS THE ONE THAT BLEW IN 2002.  
This statement is true and accurate to the best of my knowledge.

Signature: [REDACTED] Date: 27 OCT 05

SI PREFIERE PUEDE LEER Y USAR EL FORMULARIO EN ESPAÑOL, A LADO REVERSO

when the tire blew.

3 Sept 05  
19:30 to 10 AM

NOTE

Keep in mind when the tire blew on  
I-10 about 1½ mile south of  
Picoacho we only know about it,  
when cars passing us slowed & Honked &  
Pointed at the rear of the 5<sup>th</sup> wheel.  
We then could not find a good Pull-off  
till "Picoacho turn, no service;" got off  
the freeway & on to a frontage road. We pulled  
off in the dirt <sup>accross</sup> ~~by the~~ from the Picoacho Post office.  
I went in & asked for a phone book. A man  
by the name of Able, who ~~was~~ worked  
there offered to help. After seeing the tire he  
ask me to turn around in the dirt go back  
under the freeway about one mile to his  
house. After arriving at his home I had to  
turn in the road into a dirt strip by  
his house. He used a air gun to take the tire off.  
After 2 hours could not pick the tread off so called  
a tire shop in Eloy. At 3:00 later the spare tire  
was on. Harold H. H. H.

CONTINUATION / CONTINUACIÓN

NOTICE THE LETTER GENERAL SENT TO ME REFUSING TO PAY DAMAGES DID NOT SIGN THE LETTER I CALLED A GENERAL SUPERVISOR & SHE STILL SAID NO, I DID NOT HIT ANY CURB! WE TRAVELED 60-65 MPH & LIGHT WEIGHT, WE HAVE A LOT IN YUMA WITH A 10X12 STORAGE SHED, WHEN WE TRAVEL IN THE SUMMER WE PUT ALL EXTRA ITEMS AS PISHES, POTS, PANS ETC, ALL WINTER CLOTHES, BLANKETS ETC IN STORAGE, WE NEVER CARRY WATER AS 1 GAL OF WATER WEIGHTS 8.35 LBS.

GENERAL WOULD NOT EVEN PAY FOR 2 TIRES, WE WILL NOT RUN THE OTHER GENERAL TIRE ON THE TRAILER NOW. IF YOU PAY FOR SHIPMENT I COULD SEND YOU THE BLOW TIRE & THE ONE ON THE TRAILER NOW, THESE ARE THE 2 REPLACEMENT TIRES FROM 2002 & THE TIRE LOOKS NEW! WE ONLY TRAVEL FROM MAY TILL SEPT & SPEND 1 TO 2 MONTHS AT ONE SPOT. I FEEL WE ARE BEING SERVED BY GENERAL.

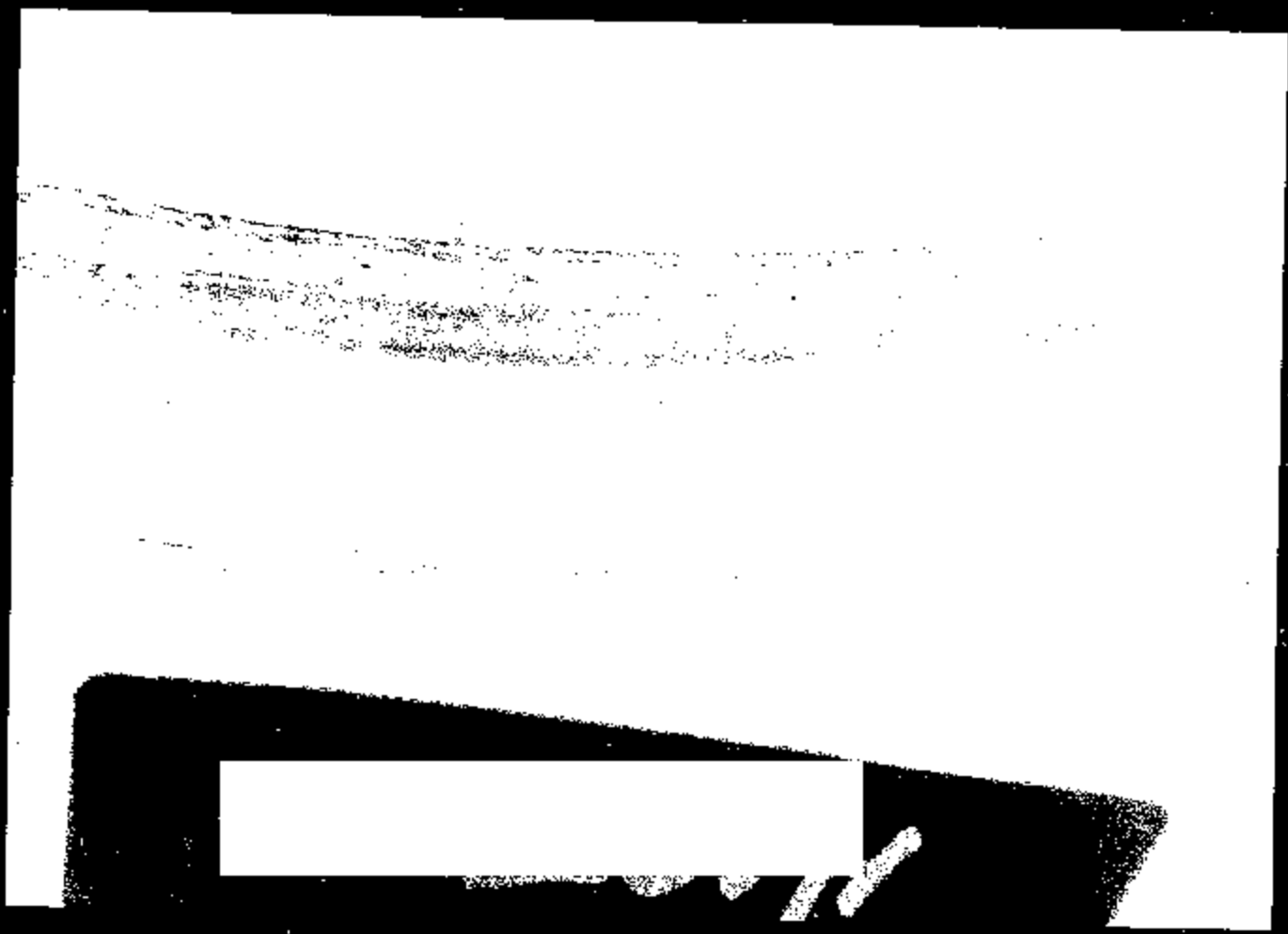
-OVER-

Inclosed is the picture of the tree that  
General took, they say we hit a curb we  
did not. We had to go up & across a  
dirt road when Park at the Picacha P. Office  
about 2 in diff. from the dirt road to Payment,  
~~we~~ We had to spend a great deal of time  
cutting the torn tire that was wrapped around  
the axle. I think the "cure" worn as  
they say was from the axle & frame & under  
~~the~~ ~~was~~ ~~with~~ the rig.

WE DROVE 4 TO 5 MILES AND THIS FAT  
TIRE SOMEHOW IN OUR BEHIND WE STRUCK IT  
THE CLERK TO CHANGE THE TIRE



... ..  
WRAPPED AROUND THE AXLE



5257 013

[REDACTED]

[REDACTED]

This tire from General  
was put on the 5 wheel the  
same time as the tire  
that blew. I'm afraid to  
use it now.

NOTE Brown in  
tire the same as  
on the blown tire  
AKK No cracks!



