



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 100148

Date Received

Repository

08-AUG-2007

Reference No.

10198837

OWNER INFORMATION (Type or Print)

Name

Address

City

PINE HILL

State

AL

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 8/17/2007

VEHICLE INFORMATION

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

5SFGF38328E

Make

HEARTLAND

Model

CYCLONE

Model Year

2008

Date Purchased

29-MAR-07

Dealer's Name and Telephone Number

MARLIN INGRAM RV CENTER 3342880331

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

MONTGOMERY

State

AL

Zip Code

36116

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

190000 TIRES

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

21-JUN-2007

Failure Mileage

Failure Speed

60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

UNKNOWN

Tire Model (Name or Number)

UNKNOWN

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

Original Equipment

Prior Repair

Failure Location: PASSENGER SIDE REAR

Tire Component Code

190000 TIRES

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

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).

TL\*THE CONTACT OWNS A 2008 HEARTLAND CYCLONE, MODEL 3795. THE VEHICLE HAS MISSION TIRES, SIZE ST2257515 (NA). WHILE DRIVING 60 MPH, A PASSENGER SEATED IN THE REAR NOTICED SMOKE AND RUBBER FLYING PAST THE WINDOW. THE CONTACT DISCOVERED THAT THE PASSENGER SIDE REAR CENTER TIRE BLEW OUT. THE VEHICLE WAS PULLED OVER AND THE CONTACT REPLACED THE FAILED TIRE WITH THE SPARE. THE CONTACT DROVE SIX MILES TO THE NEAREST REPAIR SHOP. WHEN HE ARRIVED, THE TIRES HAD BUBBLES AND WERE VERY SOFT. ALL SIX TIRES WERE REPLACED. THE DOT NUMBER WAS UNKNOWN. NO VEHICLE INFORMATION WAS AVAILABLE.

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 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.

August 17, 2007

Narrative Description of Incident (additions and corrections): The contact owns a 2008 Heartland Cyclone, model 3795, which is a 5<sup>th</sup> wheel RV trailer purchased March 29, 2007 from Marlin Ingram RV Center in Montgomery, AL, phone # (334)288-0331. The vehicle had Mission tires, size ST2257515(NA). While driving 60 MPH a passenger, who was seated in the front passenger seat of the tow vehicle, noticed in his side view mirror that smoke and rubber was flying from the Cyclone 5<sup>th</sup> wheel tire area. The contact discovered that the passenger side rear center tire blew out. The vehicle was pulled over and the contact replaced the failed tire with the spare. The contact drove six miles to the nearest repair shop. When he arrived, the tires had bubbles and were very soft. All six tires were replaced. There was no doubt that we were in danger of more blowouts or a serious wreck if we had not replaced ALL the tires. Enclosed is a repair/replace invoice from Berry Automotive at Micanopy, FL, 32667-5353, phone # (352)466-1215.

I also talked with Gary (?) with Heartland RV manufacturing technical support at (574)262-8030 about the safety of my vehicle. He referred me to a representative with a company by the name of "Tireco" whom I talked with. I understand this company furnishes the tires for some of these RVs. Her name is Ann (?) at (310)604-8760, ext 411. The only information I got from them was that I needed to return the bad tires to them. I did not keep the bad tires as I had no place to store or carry them while on vacation with my family. After returning home I tried to contact the dealer where I bought my replacement tires (Berry Automotive) at (352)466-1215. I was unable to retrieve the original tires as they had been disposed of. Enclosed is an invoice and statement where I bought the new tires.

As of this date I have not received any contact from any of the above contacts concerning reimbursement of or the safety of my vehicle due to faulty/inferior tires. The original tires had less than 900 miles on them. I bought the vehicle in good faith expecting all parts to be safe and functioning.

You have my permission to use this information to use this information any way you see fit.

[REDACTED]  
Pine Hill, AL, [REDACTED]

[REDACTED]  
email: [REDACTED]

THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXAMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).