



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 ☐

2007 DEC 12 AM 11:14
22-OCT-2007

Reference No.
10206570

OWNER INFORMATION (Type or Print)

Name

Address

City SCATACOCKE

State NY

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
1N7FK322930

Make
NEWMAR

Model
AMERICAN STAR

Model Year
2003

Date Purchased
22-SEP-05

Dealer's Name and Telephone Number
SEVEN O'S

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City:
KIRKVILLE

State
NY

Zip Code

Transmission Type

☐ Antilock Brakes

☐ Cruise Control

Powertrain
UNKNOWN

Vehicle Component Code
191000 TIRES:TREAD/BELT

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
28-JUN-2007
7/7/07 8:24/07

Failure Mileage

Failure Speed

3 TIRES

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
GENERAL

Tire Model (Name or Number)
29575R225

Tire Size (Example P215/65R15)
235/85R16

DOT No. (Example: DOTM19ABC036)
1N7FK322930300265

☒ Original Equipment
☐ Prior Repair

Failure Location: DRIVER SIDE REAR

Tire Component Code
191000 TIRES:TREAD/BELT

Tire Failure Type TREAD SEPARATION

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 2003 NEWMAR AMERICAN STAR RV (TOW BEHIND). THE VEHICLE HAS CONTINENTAL GENERAL, SIZE 29575R225 TIRES. THE CONTACT STATED THAT ON THREE SEPARATE OCCASIONS, THE DRIVER SIDE REAR, PASSENGER SIDE FRONT, AND REAR TREAD SEPARATED FROM THE TIRES. NEWMAR INFORMED THE CONTACT TO GO TO SEARS. SEARS STATED THAT THE TIRES WERE NOT RATED FOR A TOW TRAILER. NO OTHER VEHICLE INFORMATION WAS AVAILABLE. Newmar has been contacted regarding Sears' information.

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.

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Sent: Thursday, July 19, 2007 11:50 AM
Subject: RE: [SPAM] RE: 2003 American Star

Send it to PO Box 30 Nappanee, IN 46550 to my Attention. If you can have one of the old tires saved in case someone wants to physically look at it that wouldn't be a bad idea.

Thanks,

From: [REDACTED]
Sent: Thursday, July 19, 2007 11:04 AM
To: [REDACTED]
Subject: Re: [SPAM] RE: 2003 American Star

Thank you for your email, Jesse. Specifically, what information would you like for review regarding the two defective tires thus far and where shall I send it?

[REDACTED]

----- Original Message -----

From: [REDACTED]
To: [REDACTED]
Sent: Thursday, July 19, 2007 9:49 AM
Subject: [SPAM] RE: 2003 American Star

[REDACTED] we are sorry to hear about your unfortunate problems with the tire. We have not had problems with these tires and do not know at this time what the problem could have been. If you would like to have the tires changed out and send in the information for review, we will be glad to review it. We can't commit to reimbursing you without understanding what the problem was. We will also get our vendors involved.

Thanks,

From: [REDACTED]
Posted At: Monday, July 09, 2007 2:59 PM
Posted To: Customer Service
Conversation: 2003 American Star
Subject: 2003 American Star

My husband and I purchased a 2003 American Star (serial number 1N7FK322930 [REDACTED]) on October 22, 2005.

Our trailer passed its 2007 inspection. On Thursday, June 28, 2007 while traveling in New Hampshire, the driver's side front tire tread ripped apart, sending us to the shoulder of the road. The destruction of the tire broke the PVP piping for the septic system since the septic system is located next to the wheels. We purchased a new spare on Friday, June 29, 2007. On Saturday, July 7, 2007 while traveling in New York, the passenger's side front tire tread ripped apart, sending us across two lanes of traffic to the shoulder of the road. We will be purchasing ANOTHER spare tire on 7/12/07. The tire treads of both ripped apart tires passed inspection and were not worn in any way.

Based on the information provided to us by two separate tire dealers in two separate states, the tires that Newmar put on our travel trailer are not the appropriate size for the

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weight of our travel trailer. One dealer even told us that there was a recall on the brand of tire that blew apart (General Ameritrac M+S LT 235/85R16 120/116Q).

We believe that Newmar is responsible for paying for the two tires we have had to replace so far as well as the remaining two original tires and an appropriate spare.

We chose to purchase a Newmar product due to it's craftsmanship and quality. It's unfortunate that Newmar chose inadequate tires for their high quality travel trailers which has put my family's lives at risk TWICE within 10 days.

We will send you documentation, including photos or remains of the tire, with receipts for the new tires and the supplies to fix the septic system.

Thank you for providing your USPS address and the procedures for our reimbursement by 7/19/07.

[REDACTED]

Schaghticoke, NY [REDACTED]

This communication (including any attachments) is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged information. If you are not the intended recipient, any retransmission, dissemination, distribution, disclosing, copying, or using any of this information is strictly prohibited. If you received this communication in error, please contact the sender immediately and delete or destroy the material in its entirety.

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[REDACTED]

From: [REDACTED]
To: [REDACTED]
Sent: Monday, August 27, 2007 7:37 AM
Subject: Re: [SPAM] RE: 2003 American Star

[REDACTED]

Please be aware that I will now be seeking legal counsel in this matter for reimbursement since a THIRD TIRE blew on Interstate 81 in Pennsylvania on Sunday, August 26, 2007 at 3:20pm, which ONCE AGAIN has put all of my families lives in jeopardy - by the tire blowing out and by the four of us having to change it on the side of a major highway where people travel at 65 mph.

I will be replacing the THIRD tire that has lost it's tread and done damage to the undercarriage of the trailer - which I will be contacting my insurance carrier about so they can contact you because I alerted you of the issue in July. I will also be replacing the FOURTH General tire before it loses it's tread - which could happen on the side of a mountain in the Adirondacks since we are to go camping again this weekend.

I expect reimbursement for all four tires that I will have now purchased as well as the parts for repair the sewer line and my insurance claim.

I am disgusted and appalled by Newmar's lack to response so I have to take matters into my own hands before someone in my family is killed by Newmar's negligence.

[REDACTED]

----- Original Message -----

From: [REDACTED]
To: [REDACTED]
Sent: Wednesday, August 15, 2007 10:33 PM
Subject: RE: [SPAM] RE: 2003 American Star

I haven't been in the office, I will have to see when I get back next week.

From: [REDACTED]
Sent: Wed 8/15/2007 3:42 PM
To: [REDACTED]
Subject: Re: [SPAM] RE: 2003 American Star

Hi [REDACTED]

Did you receive the packet of information and pictures regarding my trailer and our emails?

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Wilton Mall
3065 Route 50
Saratoga Springs, NY 12866-2920
518-583-8500
Fax 518-583-8600

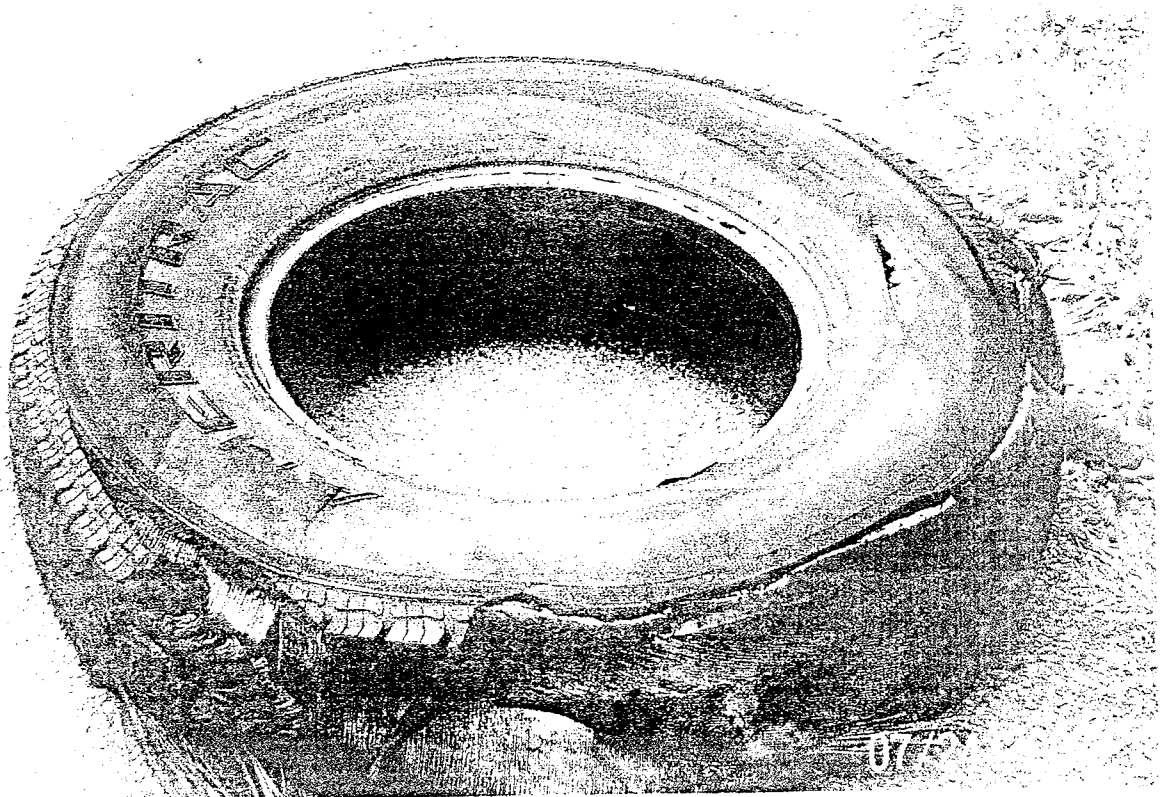
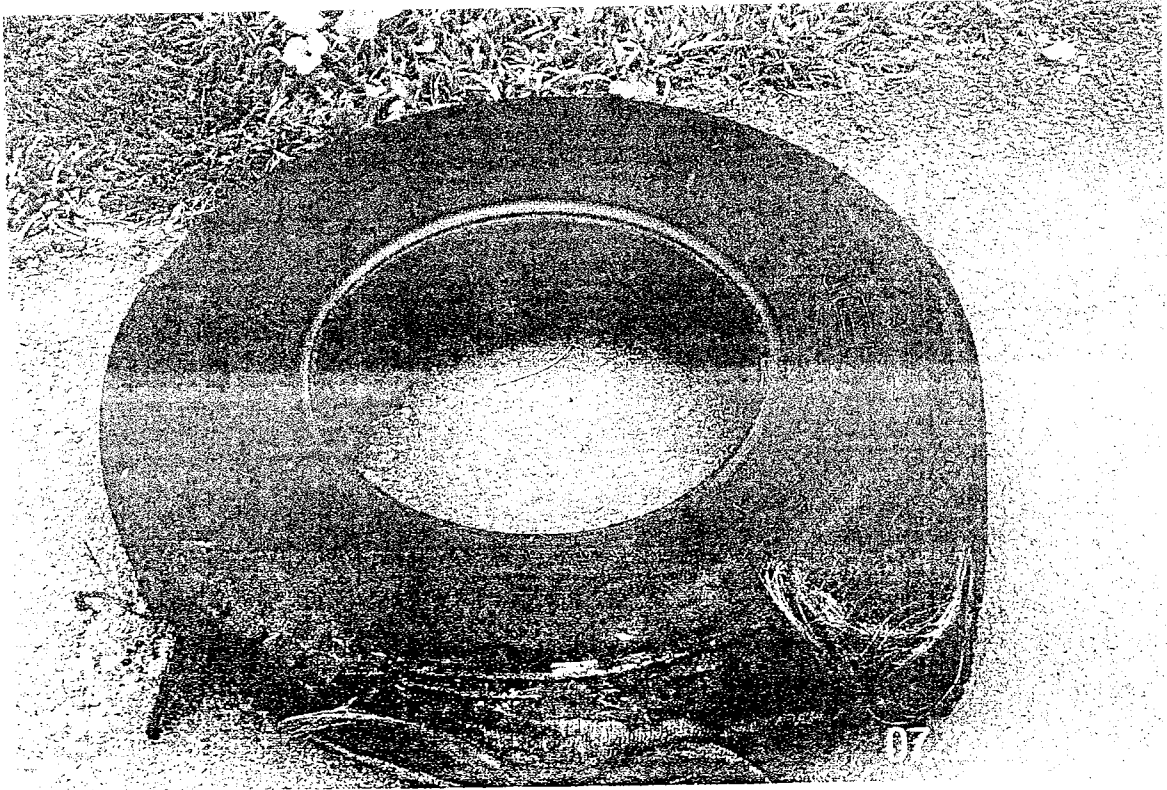
9/21/07

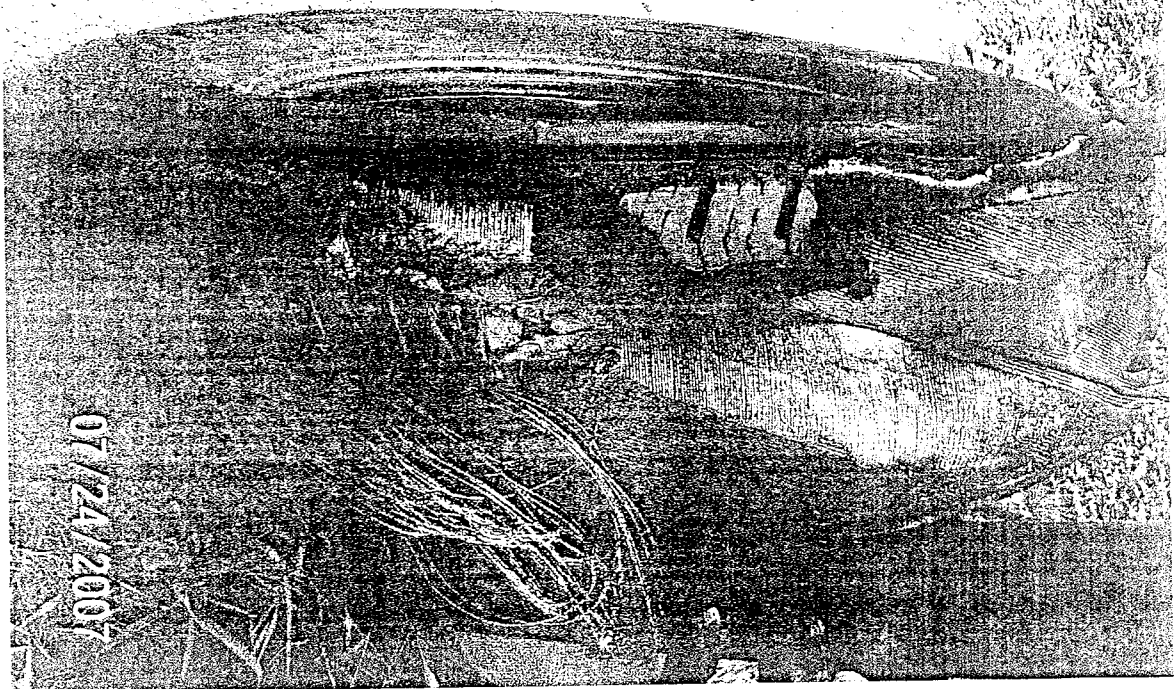
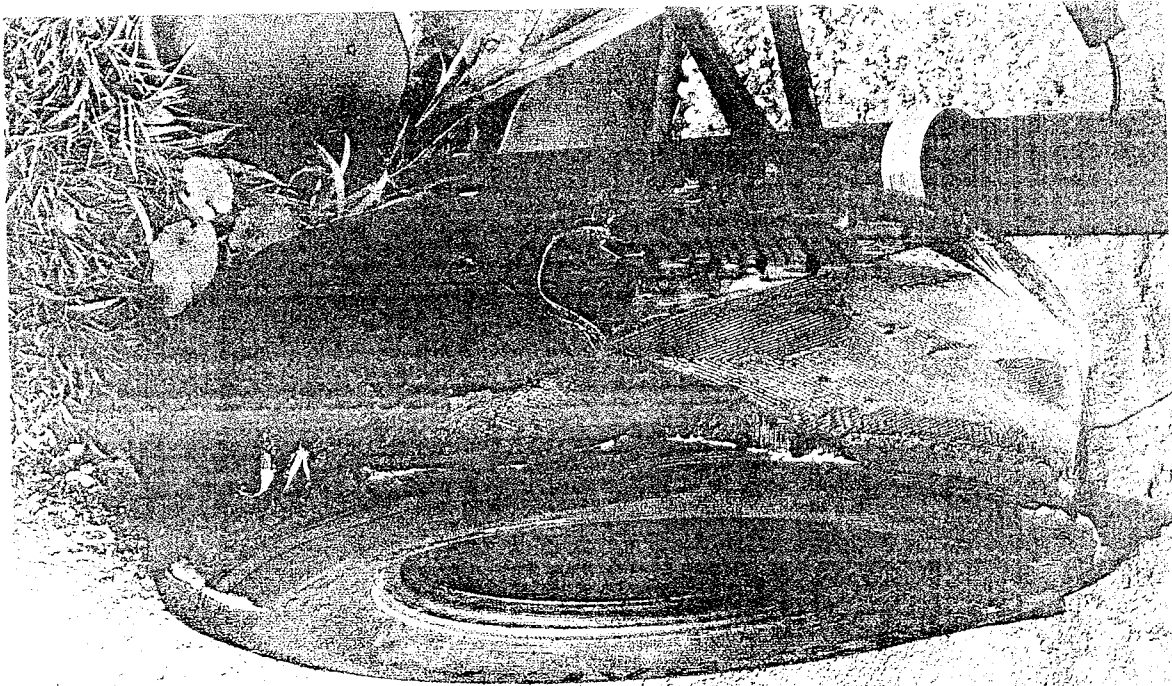


I Erin Reed Sears Auto in
Saratoga Spring NY Inspected the
tires that [REDACTED] called to
complain about. What I have found
that it was A standard passenger tire
that was a 4 ply tire that is
totally the wrong tires Rated for
trailers. We sell this tires for
trucks & will not put them on
trailers due to the fact they
are not Rated for trailers. They
Are suppose to be a bias-ply tire.
Please feel free to call me 518-583-8527.

Sincerely
Erin Reed
Sears Auto 6260
lead







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).