



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

2007 DEC 11 AM 7:19

23-OCT-2007

Repository ☐

Reference No.

10206672

OWNER INFORMATION (Type or Print)

Name

Address

City

BAKERSVILLE

BAKERSFIELD

State CA

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 address to the vehicle manufacturer.

Signature of Owner

Date 11/11/07

VEHICLE INFORMATION

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

4X4TSEE2X6T

Make

FOREST RIVER

Model

TRAVEL TRAILER

Model Year

2005

Date Purchased
16-SEP-05

Dealer's Name and Telephone Number
RV PEDDLER

(661) 392-7400 (DUKE OR SIM)

Engine:
No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

BAKERSVILLE

BAKERSFIELD

State

CA

Zip Code

Transmission Type

☐ Antilock Brakes

☐ Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

190000 TIRES

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
26-JUL-2007

Failure Mileage

Failure Speed

TIRES HAD LESS THAN 2500 MILES ON THEM

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
TOWMASTER

Tire Model (Name or Number)
TOWMASTER

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☒ Original Equipment
☐ Prior Repair

Failure Location:

TREAD

Tire Component Code
190000 TIRES

Tire Failure Type BLOW OUT (X2)

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 2005 FOREST RIVER SIERRA (NA) TRAVEL TRAILER. THE TRAILER HAS TOWMASTER TIRES. WHILE DRIVING AT AN UNKNOWN SPEED, THE CONTACT NOTICED THAT THE TRAILER WAS LEANING. HE EXITED THE VEHICLE AND DISCOVERED THAT THE FRONT DRIVER SIDE TIRE HAD BLOWN OUT. FOUR DAYS LATER, THE PASSENGER SIDE TIRE BLEW OUT. THE TIRE MANUFACTURER WAS NOTIFIED. THE MANUFACTURER OF THE TRAILER WILL BE NOTIFIED AS WELL. ALL FOUR TIRES WERE REPLACED. THE TIRE SIZE, LINE, DOT NUMBER, AND FAILURE MILEAGE WERE UNKNOWN. NO OTHER VEHICLE INFORMATION WAS APPLICABLE.

TRAILER WAS SOLD TO MR AS A 2006 MODEL
REAR TIRE BLEW OUT FIRST. 4 DAYS LATER ON WAY HOME, FRONT
TIRE BLEW OUT.
WAS JUST NOTIFIED THAT 2ND TIRE WAS DUE TO "ROAD HAZARD" &
NOT UNDER WARRANTY FOR THAT. WAS NOTIFIED A MONTH AGO

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)

THAT 1ST TIRE WAS NOT COVERED DUE TO NO TREAD LEFT BECAUSE
I DROVE ON IT FLAT. DID NOT IT HAD BLOWN FOR SEVERAL
MILES. SAW TRAILER LEANING TO RIGHT & PULLED OVER TO INSPECT.

ALSO WAS NOTIFIED BY R.V. DEALER "RV PEDDLER" THAT
ANOTHER TIRE THAT WAS BLOWN OUT IDENTICALLY TO MINE
WAS DENIED BY MANUFACTURER

I HAVE ASKED MANUFACTURER TO RETURN MY 2 BAD
TIRES AT MY EXPENSE. NO RESULTS YET. P.S. I HAVE REPLACED ALL 5
TIRES.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

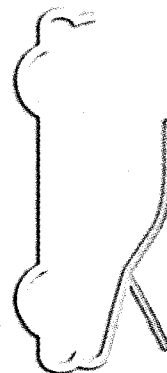
FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236

www.nhtsa.gov

NHTSA

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Greenball Corporation
Att: Christie Bostwick
Warranty Dept.

Dear Ms. Bostwick,

Enclosed you will find the listed items you requested regarding the "two" tires that blew out in "one" trip. You should already have photos of the tires from Jim of RV Peddler.

I should tell you I was 70 miles into my trip when the first tire blew out. I replaced it with my one and only spare and continued on. Four days later on my way home the second tire blew out. Not having another spare I left the trailer on the side of the road and drove 15 miles to the nearest small town of Taft. It was Sunday and no tire dealers were open but I did find one that would come in to the store and sell me a replacement tire. That cost me [REDACTED]

Although you can't see the damage to the water lines and insulation in the wheel well it does exist. I will try to get better photos and attach to this letter. I have patched the water lines already but this is just a temporary fix. The wheel well skirt has the screw holes ripped out and is only on now by a couple of screws. The fiberglass or plastic screw holes are ripped and cannot be repaired. They may not show up real well in photos but I will try.

I have researched your tires and it appears that not only is this tire on a defective watch list but many more of your tires as well. RV Peddler also had other tires that had blown out which were Greenball tires as well. Some of which were the same tire style as mine.

These tires are obviously defective and I am asking for replacement of all "5" tires with a safe brand of tire. I do not feel comfortable traveling with a tire that has proven it to not be safe and sound.

I will be waiting for your response and hope it is soon. I have 3 more short trips planned between now and the end of the year and would like the problem resolved quickly.

Sincerely, [REDACTED]

**GREENBALL**

809 Lindell Street

Martin, TN 38237

Tel: 800.946.9412

Warranty: 866.767-9637

Fax: 866.453.2038

RWA/CLAIM INQUIRIESDATE: 7-30-07

NAME OF CALLER: _____

CONTACT PHONE #: _____

DATE OF CALL: 8-10-07**Question:****Response:****1 VIN# on Unit/RV/Trailer**

a Make/Model/Year of Trailer

FOREST RIVER SIERRA, 2006

b Make/Model/Year of Tow-Vehicle

2006 GMC SIERRA 2500

c TOTAL miles towed on trailer (on odometer)

3000 OR LESS

d Estimate of Miles towed (on trailer) for this trip

300**2**

a Weight of Trailer - Empty

7800

b Weight of items loaded

500

c Weight of Trailer - totally loaded

8300**3**

a When was the last time trailer was weighed while empty?

?

b When was the last time trailer was weighed while full?

?**4**

a Does their state require a "pre-travel inspection" report?

No

b Do you have pre-travel inspection report for this trip?

No

c What was your intended destination?

SANTA BARBARA, CAL.**5**

a When was the last time you took your trailer out?

MAY 2007

b How many weeks (on average) in a year is your trailer in storage?

40

c Is your trailer stored indoors or outdoors?

INSIDE 3 SIDES + ROOF (FRONT-OPEN)

d Is your trailer stored Covered or Uncovered?

Covered

e While trailer in storage do you use tire protectors/covers?

No



GREENBALL

809 Lindell Street
Martin, TN 38237

Tel: 800.946.9412

Warranty: 866.767-9637

Fax: 866.453.2038

RWA/CLAIM INQUIRIES

DATE: 8-15-07

NAME OF CALLER: _____

CONTACT PHONE #: _____

DATE OF CALL: ORIGINAL CALL 8-10-07

Question:

Response:

6

- a Have you ever had a tire failure before?
- b If yes when did it happen and what brand of tires?
- c Have your tires ever been replaced?
- d If yes, for what reason?

NO

7

- a When was the last time you checked air pressure?
- b On average how often do you check air pressure?

PRIOR TO TRIP (THAT MORNING)
Before each TRIP.

8

- a Do you use any sort of "tire protectant" on your trailer tires?
- b Do you use any "tire sealant chemicals" (such as "SLIME") on your trailer tires?

Yes

NO

9

- a Do you travel in mountainous areas where you drive up steep grades?
- b Have you ever had your axle readjusted or modified?
- c If yes then for what reason was it done?

OCCASIONALLY - NOT Really steep.

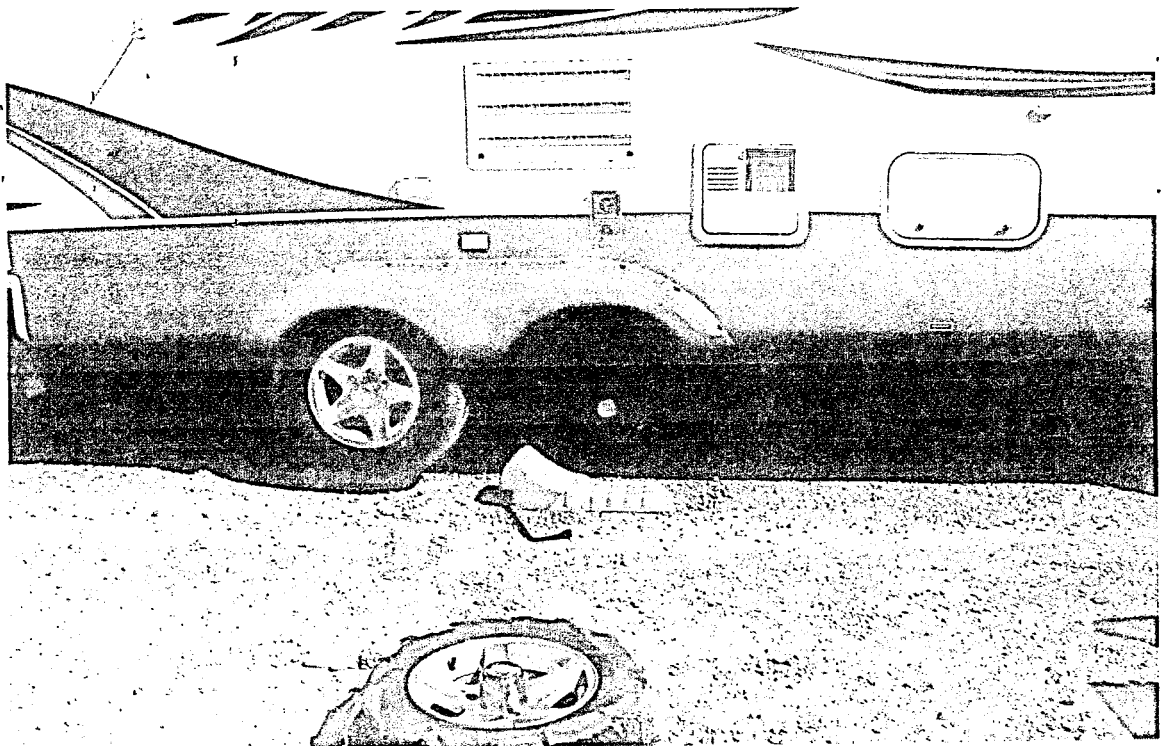
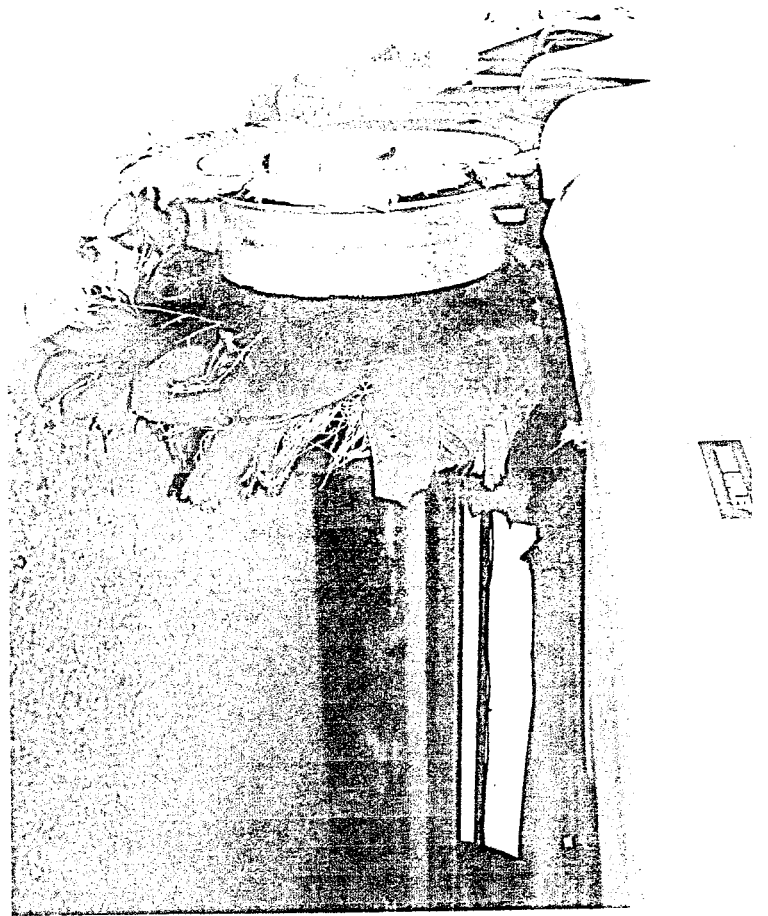
NO

10

- a What speed were you traveling at when failure occurred?
- b Please give city/state of place where failure occurred?
- c What was approximately outside temperature when failure occurred?

55 MPH.

70 MILES EAST OF SANTA ILIA,
CALIF. 90°-95°



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).