



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 <input type="checkbox"/>
16-SEP-2008	Reference No. 10242481

2008 DEC -3 PM 1:58:00
 PH 1-888-DASH-2-DOT

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number	E-mail Address
Address				
City	State	Zip Code	Evening Telephone Number	
VENTOURA	CA			

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 1STEBYR2483	Make AIRSTREAM	Model BASE CAMP	Model Year 2008
Date Purchased 13 MAY 07	Dealer's Name and Telephone Number TOSCANO R.V.		Engine: No: Cylinders
Original Owner <input checked="" type="checkbox"/>	Dealer's City LOS BANOS	State CA	Fuel Type: _____
	Zip Code 93365	-TRAILER	
Transmission Type _____	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain _____	Vehicle Component Code 190000 TIRES
			Multiple Failure: ALL FOUR TIRES

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-AUG-2007	Failure Mileage 6900	Failure Speed 0
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make GOODYEAR	Tire Model (Name or Number) MARATHON	Tire Size (Example P215/65R15) 225/75R15
DOT No. (Example: DOTM19ABC036) 103523965RT001	<input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: DRIVER SIDE FRONT
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 AIRSTREAM CLASSIC LIMITED (NA). THE VEHICLE HAS GOODYEAR MARATHON TIRES, SIZE 225/75R/15 (NA). ALL FOUR TIRES WERE DEFECTIVE. THERE WAS EXTENSIVE TREAD BELT SEPARATION, WHICH RESULTED FROM BOTH THE DESIGN AND MANUFACTURER DEFECTS. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC AND THE FOUR DEFECTIVE TIRES WERE REPLACED. THE MANUFACTURER AGREED TO REIMBURSE THE REPLACEMENT TIRES. THE FAILURE MILEAGE WAS 6,900 AND CURRENT MILEAGE WAS 18,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

SEE ATTACHED LETTER TO GOODYEAR

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

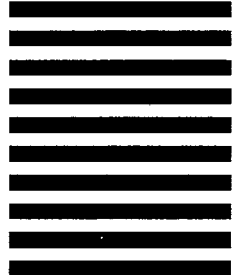


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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 1200 New Jersey Ave SE Washington, DC 20077-9382



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



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



Ventura California,

September 1, 2008

Goodyear Tire Corporation
Claim

Gentlemen & Ladies:

I purchased a 2008 Airstream trailer in May of 2007. I installed an odometer on one of the hubs with the mileage of the delivery entered into it.

I have a Pressure Pro system that has a sensor on each steel valve stem that can tell me the pressure at any time and will also go into alarm if there is a pressure drop.

I also have a precision tire gage so that I can make sure of my tire pressures when they are cold.

I traveled to Nova Scotia for my first trip with my new trailer. My first tire failure was in Windsor Nova Scotia. The attached receipt states that the tire store found a defect in the tire. Air was seeping into the liner of the tire. That tire had to be replaced and the mileage on the hub meter was 6957 miles. (right front) (Miller Tire invoice attached)

The second tire failure was noticed at twelve thousand miles when I had the tires balanced. The mechanic at American Tire in Ventura noticed the left rear tire was de-laminating and he replaced it. (invoice attached)

The third tire was an instant blowout after crossing the border into Alberta Canada. The trailer was inspected by the Canadian Border Patrol and it was just a mile down the road when the tire exploded ripping out metal on the trailer.

That tire could not be physically handled without personal injury. Sharp steel strands where everywhere. We tied it to our tail gate with bungee chords until we managed to get to a tire store that could help us.

The mileage on the tire was approximately fourteen thousand miles. (Right rear)

Again, a case of a tire de-laminating. (Kirk's Tire invoice attached)

After driving all day, we pulled into a RV park in Redding California and parked for the night.

In the morning when we were just starting our tow vehicle, the Pressure Pro system went into alarm showing us that the left front had leaked ten pounds of air. Upon inspecting the tire, one quarter of the tread was missing and you could see the underlining of the tire. The mileage was 17356. Another case of de-laminating.

We have that tire as evidence. See attached picture.

Since I have had such a bad experience with Goodyear tires, I am forced to purchase tires from another manufacturer.

I always carry a spare unmounted tire in my tow vehicle along with the spare that is mounted underneath the trailer.

The trailer has been weighed on a truck scale and over weight is not an issue, it is the quality of the Goodyear tires. (weight receipt attached)

I am asking for a full refund for the six tires that I will give back.

The damage to the trailer was \$1296.79 which was covered by my insurance company with me having to pay the first \$100.00. The repair was two days which I had to wait for. (receipt attached).

My total claim to Goodyear is the replacement value of six tires which I will give back plus the one hundred dollar deductible for the repair of my 2008 Airstream trailer.

My nine week vacation was not pleasant having to deal with tires that kept me on edge while I was driving.

I expect immediate settlement of this claim.

Ventura, CA		
Phone/Fax		Cell
	Email	

BELOW IS A PICTURE OF THE FOURTH
FAILURE.
THE THIRD TIRE WAS TOTALLY DESTROYED,

