

 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 JAN 3 2012 29-NOV-2011	Repository ☐ Reference No. 10437718
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
HIGHVIEW	WV		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
16F62C5R591		CARRIAGE	CARRI-LITE
Date Purchased	Dealer's Name and Telephone Number		Model Year
			2009
Original Owner	Dealer's City	State	Fuel Type:
☐		Zip Code	
Transmission Type	Antilock Brakes ☐	Powertrain	Engine: No: Cylinders
	Cruise Control ☐	Multiple Failure:	Incident Date(s)
			26-NOV-2011
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 190000 TIRES, 190000 TIRES		Failure Mileage	Failure Speed
		75000	65
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
GOODYEAR	614RST	P235/85R16	
DOT No. (Example: DOTM9ABC036)	☒ Original Equipment ☐ Prior Repair	Failure Location: DRIVER SIDE FRONT	
MJOR610W0308			
Tire Component Code	Tire Failure Type: TREAD SEPARATION		
190000 TIRES			
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	Fire	Number of Persons Injured	Number of Deaths
☐ Yes ☒ No	☐ Yes ☒ No		
		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 2009 CARRIAGE CARRI-LITE RV, MODEL NUMBER: 36SBQ, EQUIPPED WITH GOODYEAR G614RST TIRES, SIZE LT235/85R16 AND DOT NUMBER: MJOR610W0308. THE CONTACT WAS DRIVING 65 MPH WHEN THE REAR AND FRONT DRIVER SIDE TIRES EXPERIENCED TREAD SEPARATION AND SHRED INTO PIECES. THE TIRES FLEW FROM UNDER THE VEHICLE BUT THERE WERE NO INJURIES. THE CONTACT MERGED TO THE SHOULDER WHERE HE CHANGED THE TIRE AND INSTALLED THE SPARE. THERE WERE NO ROAD HAZARDS THAT CONTRIBUTED TO THE FAILURE. THE TIRE MANUFACTURER WAS CONTACTED AND A CLAIM WAS FILED. THE CONTACT WAS ADVISED THAT A REPRESENTATIVE WOULD BE SENT TO RETRIEVE THE TIRES FOR INSPECTION. THE TIRE FAILURE MILEAGE WAS 30,000. THE VEHICLE FAILURE MILEAGE WAS 75,000.			
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 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)

DRIVING AT HIGHWAY SPEED MY DRIVERS SIDE TIRE
HAD A COMPLETE TREAD SEPARATION. AFTER
GETTING A NEW TIRE WE TRAVELED APPROX
200 MILES ON SAME HIGHWAY AND THE OTHER
DRIVERS SIDE TIRE ON OUR RV. ~~BLEW~~ BLEW
UP. THIS CAUSED THE TRAILER TO VIER INTO
THE PASSING LANE HOWEVER I WAS ABLE TO CONTROL
IT & GET OFF THE ROAD. HAD THE ROAD BEEN WET THIS
COULD HAVE BEEN VERY SERIOUS. I ONLY HAVE A LETTER

ATTACH ADDITIONAL SHEETS IF NECESSARY

WRITTEN TO GOODYEAR (ATTACHED) PUTTING IN A CLAIM. I DON'T
HAVE REPAIR ESTIMATES BUT THE TOTAL COST I BELIEVE
WILL BE IN THE 3,000-5,000 RANGE. IF YOU NEED MORE INFO OR
PICTURES OF THESE TIRES PLEASE CONTACT ME.

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

21 DEC 2011 PM 2 1

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

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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 Avenue SE.
Washington, D.C. 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

safercar.gov

LETTER TO GOODYEAR CONCERNING CLAIM

To whom it may concern,

Below is a list of expenses and additional information required relating to the failure of my Goodyear G614 tires, Claim number [REDACTED]

I had 2 incidents related to these tires. The first occurred around Skippers, NC. One tire had a tread separation. I was able to put the spare on my trailer and bought the first replacement tire at Ronnie's country store (Also a tire shop). The address of this facility is 280 US 701 S, Four Oaks, NC. 27524. The total charge for this incident was \$264.04. (receipt included)

The second incident occurred around Emporia, VA. Another tire literally blew up as a result of a tread separation. I was able to get a VA State police escort to a safe place to put my spare tire back on. It was late at night when we completed getting the spare on. It was also a Saturday night and we did not want to continue home because we had no extra tires in the event of another tire failure. It was then we decided we would have to spend the night in Emporia and have all of our remaining tires replaced as we could not trust the other 2 because we already had 2 fail. The extra nights camping fee was \$34.67. (receipt included). On Sunday we tried to find the 3 remaining replacement tires that matched the one we had already replaced. We tried several places only to come to the conclusion that we would not be able to get the remaining 3 replaced on Sunday and we would have to stay another night. The additional night was another \$34.67. On Monday we were able to find only 2 additional replacement tires close to the place we were staying. The name of this company was Redwine International. Their address is PO Box 1093 1700 Skippers Rd. Emporia, VA 23847. They had 2 tires and were able to find the remaining tire at their distributor in Richmond, VA. So they put on the 2 tires they had and ordered the last tire for us at their distributor and we arranged for another tire company to pick up the tire and replace it in Richmond. The total cost at Redwine was \$748.31 (receipt included).

We then went to Richmond VA to get the last tire replaced. We still had no spare, however we trusted the Goodyear spare that we had on the RV because it had no miles on it. The company that did this was Colonial Tire. Their address is 1833 Commerce Rd, Richmond, VA. 23224. We also had all 4 tires replaced on the rear of our truck. The total bill was \$939.60 but the only expense related to our trailer tires was \$25.00 to dismount and mount the remaining tire. (receipt included)

There are 2 additional expenses related to this incident. The first is my \$500.00 deductible for my insurance. (documentation included) The other is going to be for the cost of fuel to transport it to the repair facility. The only place we trust to do the work is Tom Schaffers RV in Shoemakersville, PA. It is

about 200 miles from our home. I estimate the total cost of fuel for the 2 trips up and back to be around \$500.00. I will provide all receipts for fuel when I have them.

I will be emailing photos of the damages to you in the next couple of days. The damages are as follows.

1 electric stabilizer was destroyed.

2 alloy wheels were damaged and need replaced

4 tires were replaced

The plastic skirt over the tires was destroyed

Fabric under the RV was destroyed and insulation came out.

The electric cable leading to one brake was destroyed

There was additional wheel well damage that will need repaired.

There are scratches on the side wall of the RV that will need repaired.

There is one decal that will need replaced.

I do not have an estimate of the damage yet, but you only have to be concerned with my deductible as my insurance company will pay the rest and subrogate with Goodyear for the rest.

So here is what I am asking for.

Deductible for insurance,	\$500.00
Total cost to replace 4 tires	\$1037.35
2 extra nights on the road	\$69.34
Cost of transport to repair	\$500.00 (approx.)
Total	\$2,106.69

Thank you for your consideration in this matter,