
 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>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</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received OCT 24 2013 19-SEP-2013</p>		<p>Repository <input type="checkbox"/></p>	
<p>Name <input type="text"/></p>		<p>Daytime Telephone Number <input type="text"/></p>		<p>Reference No. 10544459</p>	
<p>Address <input type="text"/></p>		<p>Evening Telephone Number <input type="text"/></p>		<p>E-mail Address <input type="text"/></p>	
<p>City BOERNE</p>	<p>State TX</p>	<p>Zip Code <input type="text"/></p>			
<p><i>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).</i></p>					
<p align="center">VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p>		<p>Make KEYSTONE</p>	<p>Model KEYSTONE</p>	<p>Model Year 9999</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number</p>		<p>Engine: No: Cylinders</p>	<p>Fuel Type:</p>	
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City</p>	<p>State</p>	<p>Zip Code</p>		
<p>Transmission Type</p>	<p><input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 15-MAR-2013</p>	
<p align="center">FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 190000 TIRES, 190000 TIRES</p>			<p>Failure Mileage</p>	<p>Failure Speed</p>	
<p align="center">ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make GOODYEAR</p>	<p>Tire Model (Name or Number) MARATHON ST</p>		<p>Tire Size (Example P215/65R15) ST235/80R16</p>		
<p>DOT No. (Example: DOTM19ABC036) 0HUN1LHR 5010</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location: PASSENGER SIDE FRONT</p>			
<p>Tire Component Code 190000 TIRES</p>			<p>Tire Failure Type: BLOWOUT</p>		
<p align="center">ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>			
<p>Seat Type:</p>	<p>Installation System:</p>				
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p align="center">APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i></p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A KEYSTONE RV TRAILER EQUIPPED WITH FOUR GOOD YEAR MARATHON TIRES, SIZE: T235/80 R16. THE CONTACT STATED THAT WHILE HAULING THE TRAILER THE FRONT PASSENGER TIRE BLEW. THE CONTACT CALLED ROADSIDE ASSISTANCE, WHO REPLACED THE TIRE WITH A SPARE TIRE. THE TIRE WAS NOT INSPECTED OR DIAGNOSED. THE TIRE WAS REPLACED. THE CONTACT HAD EXPERIENCED THE SAME ISSUE WITH TWO OTHER TIRES, BOTH OF WHICH WERE REMOVED FROM THE VEHICLE. THE CONTACT HAD NOT SPOKEN WITH THE MANUFACTURER. THE MILEAGE WAS UNKNOWN.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p align="right">ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

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	Date Received 19-SEP-2013		Repository <input type="checkbox"/> Reference No. 10544459		
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	Zip Code	Evening Telephone Number		
BOERNE	TX				
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	Model Year	
4YDF315521C4T		KEYSTONE <i>Montana</i>	KEYSTONE 3150RL	9999- 2012	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
6/28/11	Crestview RV Superstore 2106516300		No: Cylinders	-	
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>	Crestview	TX	70154		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
-	<input type="checkbox"/> Cruise Control	-			15-MAR-2013 9/16/13 9/18/13
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 190000 TIRES, 190000 TIRES			Failure Mileage:	Failure Speed	
			1174	60	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
GOODYEAR	MARATHON ST		ST235/80R16		
DOT No. (Example: DOTM19ABC036)	<input checked="" type="checkbox"/> Original Equipment	Failure Location: PASSENGER SIDE FRONT, <i>Back, Driver Side</i>			
OHUN1LHR 5010	<input type="checkbox"/> Prior Repair	<i>Back</i>			
Tire Component Code	Tire Failure Type:				
190000 TIRES	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					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	-	-	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 KEYSTONE RV TRAILER EQUIPPED WITH FOUR GOOD YEAR MARATHON TIRES, SIZE: T235/80 R16. THE CONTACT STATED THAT WHILE HAULING THE TRAILER THE FRONT PASSENGER TIRE BLEW. THE CONTACT CALLED ROADSIDE ASSISTANCE, WHO REPLACED THE TIRE WITH A SPARE TIRE. THE TIRE WAS NOT INSPECTED OR DIAGNOSED. THE CONTACT HAD EXPERIENCED THE SAME ISSUE WITH TWO OTHER TIRES, BOTH OF WHICH WERE REMOVED FROM THE VEHICLE. THE CONTACT HAD NOT SPOKEN WITH THE MANUFACTURER. THE MILEAGE WAS UNKNOWN. <i>1174 Tires inspected & N20 Service week before Trip on which lost two Blowouts occurred</i>					
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.					

000 478 920

[REDACTED]
Boerne, Texas [REDACTED]

Goodyear Tire and Rubber

Property Damage Claim Team D/805

I have had 40 years experience with 4 recreational vehicles and trailers. I have never had a blowout prior to this experience. I was not concerned after the first blowout in March but took the precaution of filling my tires with nitrogen at 80 psi last week prior to my trip. The tires have 11700 miles on them and had good tread remaining. They were the original tires on my 2012 Montana 5th wheel trailer. I generally travel and 60 miles /hour. #2 blowout and #3 blowout occurred on the I 10 - a very busy freeway - many areas with no place to pull off in Houston. I can only conclude that these tires manufactured in China were defective. I have replaced the 4th Goodyear as a precaution. These blowouts resulted in considerable damage to my trailer and emotional trauma to myself and wife. Keystone manufacturing suggested I seek redress dealing directly with you. I hope we are able to resolve this to my satisfaction.

[REDACTED]

[REDACTED]

THE GOODYEAR TIRE & RUBBER COMPANY

Property Damage Claims Team D/805
200 Innovation Way
Akron, OH 44316
Phone (800) 322-4682 Fax (888) 307-1920
Email: pdct@goodyear.com

September 20, 2013

[REDACTED]
BOERNE, TX [REDACTED]

RE: FILE #000478920

DEAR [REDACTED]

Please complete and/or correct the following information and return this form to us with any damage estimates or repair bills you may have. The completion and return of this document is required to consider your claim.

1) Please provide us with a daytime telephone number where you may be reached:

HOME: [REDACTED] FAX: [REDACTED]
WORK: [REDACTED] E-MAIL ADDRESS [REDACTED]
CELL: [REDACTED]

How do you prefer we contact you? (Circle one) EMAIL xxx FAX REGULAR MAIL

2) Date of incident: 3/15/13 9/16/13 9/18/13

Was anyone injured as a result of this incident? Yes _____ No _xxx_. If yes, please provide the information:

Name/Address/Phone Number of Injured Party(s)	
Describe the nature of the injury(s)	
Was medical attention provided? If yes, please describe.	
Name/Address of medical treatment facility.	

4) Vehicle Infor: Year 2012 Make Keystone Mont Model 3150RL
Miles/Km 11700 Vehicle Vin 4YDF31521C4 [REDACTED]

5) Please mark the wheel position of tire(s) causing the damages:
Driver side Front x Passenger side Front _____
Driver side Rear x Passenger side Rear x

6) Location of incident: Street/Highway: IH 10 between San Antonio and Houston coming and going for two and three,
City: _____ State/Province: Texas

000 478920

Lester's Automotive Center Inc.
32128A IH 10 West
Boerne TX 78006
830-249-2501
Metro 830-816-9043

Invoice #94602

BOERNE TX

Day Phone
Eve Phone CELL

Vehicle : 1900 MONTANA TRAVEL TRAILER
Created : 9/4/2013 10:50:35 AM
Complete : 9/4/2013 11:51:04 AM
Invoiced : 9/4/2013 11:51:04 AM
Srv Writer : Cody

Odometer In : 1
Odometer Out : 1

Labor/Notes

Code/Tech*	Description	Price
Jar*	NITROGEN FILL TIRE ON LIGHT TRUCK / SUV	\$30.00
	Labor	\$30.00
	Parts	\$0.00
	Sublet/Misc.	\$0.00
	Supplies	\$0.00
	Charges	\$0.00
	Sales Tax	\$0.00
	Tax @ \$0.00 * 8.2500%	\$0.00
	MasterCard Credit \$30.00	Paid
		\$30.00

Tech Certification #
Jar

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 HRS. after repairs are completed MAY INCUR A \$5.00 PER DAY STORAGE FEE. Warranty is 6 Months labor 12 MONTHS or 12000 miles which ever occurs first on parts, unless speciified otherwise! WARRANTY WORK TO BE PREFORMED IN OUR SHOP, OR AUTHORIZED REPAIR FACILITY.

Customer Signature

*Tire maintenance prior to last Trip before blowouts
2 + 3*

BOERNE, TX

14609 - 2012 MONTANA 3150RL
S#
C# 4YDF31521C4
MILEAGE: LIC #:
SOLD: 30 JUN 11 DELIV:
TAG#: IN: 23 SEP 13
PROMISED:



Scott Miller
Service

16473 IH 35 N, Exit 174-B
Selma, Texas 78154
www.buyrv.net

Ofc: (210) 651-6300
Fax: (210) 651-3236
www.facebook.com/crestviewrvsuperstore

- 1 - E - BLOWOUT ON BOTH SIDES
- 2 - E - R/I DOOR, TRIM, S/O TRIM
- 3 - E - REPLACE DOORSIDE RADIUS
- 4 - E - R/I S/O FASCIAS, STRAIGHTEN ONE
- 5 - E - REPLACE S/O RADIUS
- 6 - E - INSTALL FENDERSKIRTS
- 7 - E - INSTALL DECAL
- 8 - E - REPAIR UNDERBELLY ON DOORSIDE

3	1 METAL SKIRT 17.5"X147"	125.00	2	3.00 MISC	330.00
5	1 METAL	185.00	3	2.00 MISC	220.00
6	2 76"X17"X2.5" FENDER SKIRT	250.00	4	2.00 MISC	220.00
7	1 DECAL	55.00	5	2.00 MISC	220.00
8	10 DARCO BELLY WRAP	41.00	6	1.00 MISC	110.00
			7	0.50 MISC	55.00
			8	1.50 MISC	165.00

1	1 SHOP SUPPLIES	50.00
1	1 FREIGHT IN	175.00
1	1 CRATE	50.00

656.00
1,320.00
0.00
275.00
58.25
2,309.25

