



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
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"/>
20-NOV-2013	Reference No. 10553117

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City OLD LYME	State CT	Zip Code

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 4YDF39023D4	Make KEYSTONE	Model MONTANA	Model Year 2013
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 16-AUG-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 190000 TIRES, 191000 TIRES: TREAD/BELT	Failure Mileage 6000	Failure Speed 70
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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) 235/80R16
DOT No. (Example: DOTM19ABC036)	<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: 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

(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	Number of Deaths	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 2013 KEYSTONE MONTANA 3900FB TRAILER EQUIPPED WITH GOODYEAR MARATHON TIRES, SIZE: 235/80R/16E. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 70 MPH, THE FRONT PASSENGER'S SIDE TIRE FAILED AND CAUSED DAMAGE TO THE ALUMINUM WHEELS OF THE VEHICLE. THE CONTACT CALLED ROADSIDE ASSISTANCE, WHO WAS ABLE TO INSTALL THE SPARE TIRE. THE FAILURE RECURRED TWICE AND THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC TO HAVE ALL FOUR TIRES REPLACED. THE MECHANIC DIAGNOSED THAT THE TIRES WERE NOT RECOMMENDED FOR THE TYPE OF VEHICLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE OF THE TIRES AND VEHICLE WAS 6,000. THE DOT NUMBER WAS UNAVAILABLE.

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.

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Message Reply
Date: Monday, December 16, 2013 11:21:55 AM

Subject: FW: Message Reply

,
This consumer is making a complaint, but doesn't appear to have an ODI #. Email 1 of 7.

maritza.williams.ctr@dot.gov

From: [REDACTED]
Sent: Friday, December 13, 2013 5:59 PM
To: mary_coontz@goodyear.com
Cc: DataQuality, DataQuality (NHTSA)
Subject: Message Reply

Ms Coontz,

I received your phone message and feel it is unacceptable that Goodyear is offering to pay such a small amount for the damages that resulted in this unfortunate matter. I already had to purchase four tires, of which I had no choice of the brand. I sustained damage to my RV which after my insurance coverage, will cost me 500.00.also Having to stay the night in Gallup NM interrupting our trip to CA. The Goodyear rep in Gallup (505-863-3875) stated the tires were commercial and had no warranty at all. I believe that Goodyear should in the very least be responsible for the replacement of the wheels and reimburse the insurance Co for the damage and my deductible.As you know this is not an isolated incident .Requesting that tires be kept is unreasonable especially after the Goodyear Rep mentioned there is no warranty. Clear pictures were submitted and any information needed should be obtained by the Tire Co that replaced the tires for me. How many cases need to be reported or how extensive does the damage need to be before they are recalled .Two blowouts within 6000 miles is not a coincidence but a result of defective tires or tires that are not appropriate for this vehicle.

Thank You for your time regarding this unfortunate situation.

[REDACTED]

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Tires
Date: Monday, December 16, 2013 11:22:39 AM

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Monday, December 16, 2013 11:06 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Tires

Email 6 of 7.

From: [REDACTED]
Sent: Saturday, December 14, 2013 11:40 AM
To: DataQuality, DataQuality (NHTSA)
Subject: Fwd: Tires

10553117 complaint id

----- Forwarded message -----

From: [REDACTED]
Date: Sat, Dec 14, 2013 at 8:10 AM
Subject: Fwd: Tires
To: dataquality@dot.gov

----- Forwarded message -----

From: [REDACTED]
Date: Fri, Dec 13, 2013 at 3:18 PM
Subject: Fwd: Tires
To: dataquality@dot.gov

----- Forwarded message -----

From: [REDACTED]
Date: Wed, Nov 27, 2013 at 8:53 AM
Subject: Tires
To: mary_coontz@goodyear.com

Please respond when you receive the pictures of the tire failure.
Thank You

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Tires
Date: Monday, December 16, 2013 11:22:01 AM

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Monday, December 16, 2013 11:04 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Tires

Email 2 of 7.

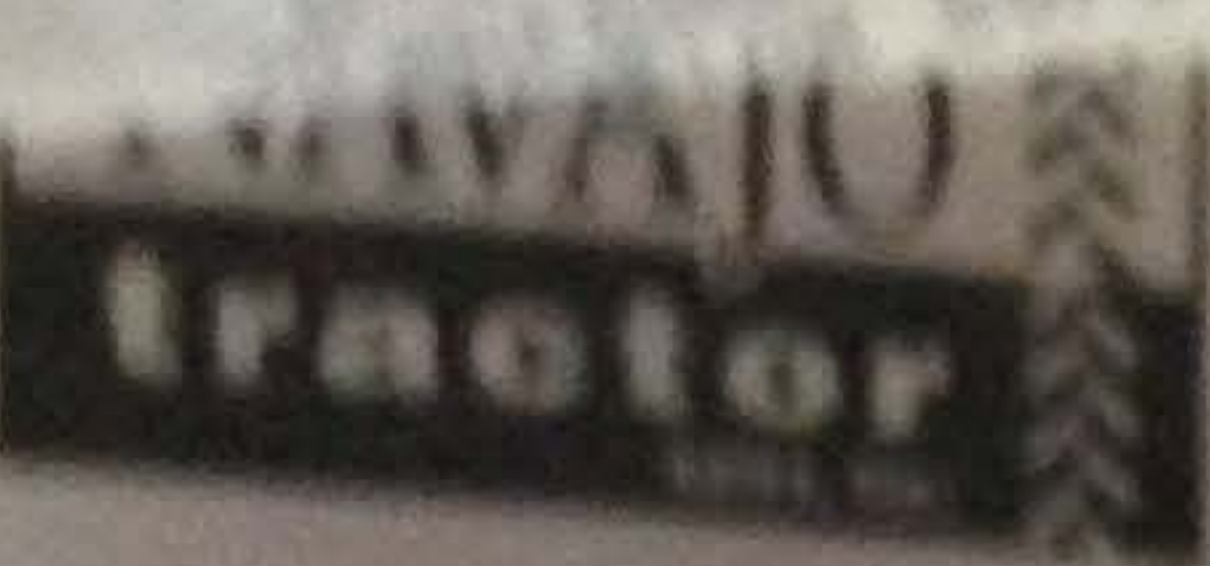
, Dept. Of Transportation
W48-204
maritza.williams.ctr@dot.gov

From: [REDACTED]
Sent: Friday, December 13, 2013 6:19 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Fwd: Tires

----- Forwarded message -----

From: [REDACTED]
Date: Wed, Nov 27, 2013 at 8:53 AM
Subject: Tires
To: mary_coontz@goodyear.com

Please respond when you receive the pictures of the tire failure.
Thank You



221 North Hwy 491
 P.O. Box 1810
 Gallup, NM 87305-1810
 (505) 863-3806

BOLD TO: _____ SHIP TO: _____

Acct No.	Payment	Date	Time	Invoice Number	SP	P.O. Number	Tax ID	Pg#
	Cash	11/12/13	4:14PM	WO50268				1
Starting Date	Ending Date	Make	Model	Serial Number	Stock Number			
11/12/13	11/12/13		montana rv trl					
Promise	Call When Ready	Deliver?	Usage	2nd Serial Number	Invoice Type		SL#	
	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No			FINAL		01	

QUANTITY	B/O	DESCRIPTION OF WORK DONE/PART NUMBERS	PRICE	AMOUNT
		CUSTOMER-REPLACE 4 TIRES		
		SHOP SUPPLIES	SEGMENT 01 TOTAL:	1164.12
4		TR 235/85R16 /14 TIRE ALL SPC ORDER	268.89	1075.56
		*** TOTAL LABOR		81.25

TRUCK
 77200 mileage
 when bought
 Nov. 12th

LABOR	81.25
PARTS	1075.56
FREIGHT	0.00
MILEAGE	0.00
OTHER	7.31
SHOP SUPPLIES	1164.12
TOTAL CHARGES	78.58
SALES TAX	
TOTAL AMOUNT	1242.70

SIGNATURE _____
 INVOICE NO. WO50268
 ** CUSTOMER COPY **



NAVAJO TRACTOR SALES
221 NORTH HIGHWAY 491
GALLUP, NM, 87301
505-863-3806

North Hwy 491
Box 1810
Gallup, NM 87305-1810
505) 863-3806

TERMINAL I.D. #
MERCHANT #:

72203121
555524689000

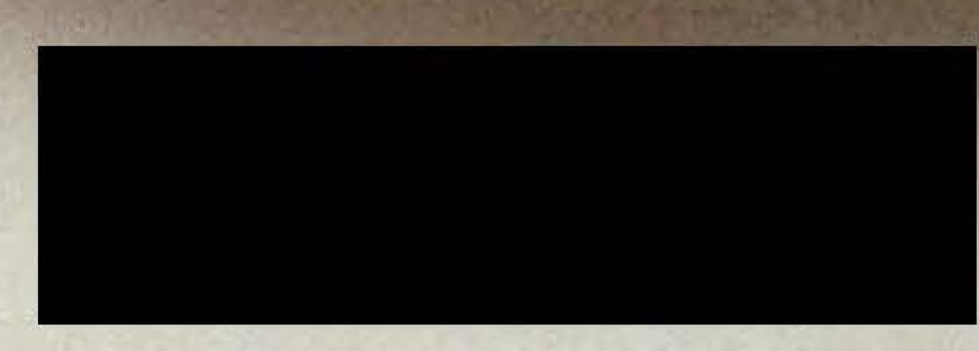
VISA

SALE

BATCH: 000958 INU: 000018
RRN: 331623602541 AUTH: 02328C

NOV 12, 13 16:27

TOTAL \$1242.70



CUSTOMER COPY

		Time
		/12/13 4:14PM
Make	Model	
	montana rv	
Call When Ready		Deliver?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes

QUANTITY	DESCRIPTION
	CUSTOMER-REPLACE 4 TIRES
	SHOP SUPPLIES
*	TR 235/85R16 /
*	4
	*** TOTAL LABOR

TRUCK
77200 mileage
when bought