

OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11422616
Date: Friday, September 3, 2021 2:17:12 PM
Attachments: [REDACTED]

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[REDACTED]

Subject: FW: NHTSA Safety Complaint 11422616, DOT Violations by aftermarket manufacturer Provan Industries
To: vsh@dot.gov, nhtsa.webmaster@dot.gov

Unbelievable that a safety issue that could cost the lives of myself and others remains non addressed by DOT. As this is a question of dispute between rational of a manufacturer and a consumer it is necessary for DOT to make a decision in its regard, as the manufacturer says it is in compliance, which appears highly doubtful. Hopefully there are no further accidents and/or injuries in the future in this regard as NHTSA, DOT and the Office of Defects has seemed to place little regard on this matter

[REDACTED]

...

From: [REDACTED]
Sent: Friday, August 20, 2021 9:28 AM
To: vsh@dot.gov
Subject: FW: NHTSA Safety Complaint 11422616, DOT Violations by aftermarket manufacturer Provan Industries

Still waiting a determination on this matter. It appears unsafe to me however the manufacturer has stated otherwise and NHTSA so far has refused to address. As there has been no response I assume it is okay to continue usage, hopefully, your lack of response on this potential safety issue, does not cause grievous harm to myself or others in this matter

From: [REDACTED]
Sent: Friday, July 30, 2021 12:23 PM
To: 'vsh@dot.gov' <vsh@dot.gov>
Cc: [REDACTED]
Subject: FW: NHTSA Safety Complaint 11422616, DOT Violations by aftermarket manufacturer Provan Industries

From: [REDACTED]
Sent: Friday, July 30, 2021 12:23 PM
To: 'vsh@dot.gov' <vsh@dot.gov>
Cc: [REDACTED]
Subject: FW: NHTSA Safety Complaint 11422616, DOT Violations by aftermarket manufacturer Provan Industries

Office of Defects, NHTSA (DOT Violation)

As stated below there are two "Siberian" RVs in existence that were specialty expedition builds with the same identical issue in the filed DOT complaint (manufacturer design defect in regards to undersized Tire/wheel assembly to handle GAWR).

Last night [REDACTED] (other Siberian RV owner) had a rear tire blowout at 67 MPH on freeway departing New York area. Luckily there was only damage to the vehicle and no personnel injury that I am aware of.

The manufacturer, Provan Industries in West Columbia, South Carolina has refused to address responsibility in this matter stating they stand by their design configuration, lending to consideration by myself and [REDACTED] that we can still utilize the vehicle as-is.

DOT is remiss in not timely addressing the potentially serious safety violation and now an actual physical accident has occurred that possibly could have been prevented with response and action. Without DOT guidance is it okay to utilize this RV as –is, as condoned by the manufacturer, or does DOT validate the submitted complaint and require the manufacturer to mandate a recall to remedy? Am I to ignore the potential DOT violation and place myself, my family and others at risk of personal harm due lack of response by the NHTSA, Office of Defects?

Respectfully

[REDACTED]

From: [REDACTED]

Sent: Wednesday, July 21, 2021 1:22 PM

To: vsh@dot.gov <vsh@dot.gov>

Subject: FW: NHTSA Safety Complaint 11422616, DOT Violations by aftermarket manufacturer Provan Industries

Not sure if the attached was received properly and if I could receive any feedback on this serious violation of DOT Standards by a manufacturer.

Thanks

From: [REDACTED]

Sent: Friday, July 9, 2021 10:02 AM

To: vsh@dot.gov

Cc: [REDACTED]

Subject: NHTSA Safety Complaint 11422616, DOT Violations by aftermarket manufacturer Provan Industries

I was advised by an agent at NHTSA to contact directly the Office of Defects in regards to the attached complaint (11422616) filed on the NHTSA website.

I own a specialty customized expedition vehicle manufactured by Provan Industries of West Columbia, South Carolina. The Tiger Siberian RV is a custom RV coach built onto an aftermarket modified 2017 Ford F550 4x4 Super Duty. The rear Tire/Wheel assembly has failed in the fact that the chosen design by Provan does not satisfactorily carry the standard loading capacity for this vehicle. The rear tires have prematurely split on the seams due to an overload condition. As you can imagine a split seam on both rear tires when traveling on the highway at 65MPH+ with my family in a near 10 ton vehicle could result in grievous harm to ourselves and others.

In research, as explained in the attached complaint, the manufacturer did not abide by the requirements of Public Law as described in excerpts from the National Highway Standards Safety Act of 1966. In detail the aftermarket manufacturer, Provan, modifies the Ford chassis from a dual rear wheel to a single rear wheel. The Safety Act requires that the chosen tire/wheel assembly be capable of supporting the given Gross Axle Weight Restrictions (GAWR) for the vehicle as listed on the required Certification Label. Unknown to myself, and the one other consumer of this particular specialty product ([REDACTED], copied), Provan design of a Toyo 285/70R 19.5" tire/wheel assembly is deficient by nearly 2000# of meeting this required capacity (GAWR Rear requires 14,706#, Max Toyo tire capacity 6395# x 2 = 12,790#)

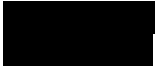
In addition Provan violated other requirements of the 1966 Safety Act:

Provan marked an X on the Certification Label as the capacity of the chosen tires (hiding the fact that the tires would not meet the GAWR)

Provan did not provide on the Certification Label the required information for max loading capacity of a multi passenger vehicle (RV)

I am desperately reaching out to someone through the NHTSA whom can verify these violations. As this is a specialty unit there will only be at most 2 complaints filed. I realize the NHTSA looks for trends to justify investigation for recall however this will not happen in this case as there are only 2 made with this tire choice. Provan has ignored and denied all request for remedy. Provan in writing has stated the problem rest with the consumer and we are bound to accommodate the lower capacity tires as our problem. To justify legal action I am reaching out to determine the validity of their stance as it doesn't seem appropriate based on the above 1966 Safety Act research. I am at a loss as if I follow the advice of Provan and leave the vehicle as is I risk the safety of not only myself and my family but potentially others on the road if a blow-out occurs at freeway speeds.

Please advise as soon as possible



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Quality Control Analyst



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Complaint Number: 11422616, submitted electronically to NHTSA on 6/28/2021, 10:59:59 AM.

1. Vehicle Information

Vehicle Identification Number (VIN)

1FDOW5HTXHE

2017 FORD F550

2. Incident Information

Problem Parts

Which parts of your vehicle were affected?

☒ Wheels

What happened?

In your own words, tell us what happened.

National Traffic and Motor Vehicle Safety Act of 1966 (Safety Act), S571.120 Tire/Rim Selection, S5.1.2, requires the sum of the maximum load ratings of the tires fitted to the axle shall be not less than the gross axle weight rating (GAWR) of the axle system specified on the vehicle's certification label required by 49 CFR part 567. 567.77 requires any alterer of the vehicle to continue conformity with these requirements and assumes legal liability for certification under the Safety Act. The Siberian RV (see pic) is a customized off-road expedition vehicle manufactured by ProVan Industries, West Columbia South Carolina. They utilize a Ford F550 Super Duty 4x4 as the chassis and customize the RV to travel into off-grid extreme environments and road conditions. ProVan alters the standard Ford F550 dual rear wheel to a

single rear wheel. The altered Certification Label affixed to the vehicle (see pic) establishes the rear axle GAWR at 14,706 pounds. The Tire/Wheel (Rim) assembly chosen by ProVan as their alteration is listed as a TOYO M608Z 285/70R 19.5" on a Hutchinson Beadlock Wheel. ProVan neglected to list the capacity of this tire on the Certification Label, instead filling "X" in this spot (VIOLATION). TOYO Inflation Chart determines the MAX load capacity of this tire to be 6395# at 125 psi MAX inflation (see chart). The Hutchinson Wheel has a stamped MAX inflation capacity of 120psi which lowers the load capacity of the tires to 6185# per tire. Either way the sum of the maximum capacity of the tires is either 12,790# or 12,270#. The tires are far short of the 14,706# rear axle GAWR required by the Safety Act. At 22,500 miles and roughly 50% tread wear the rear tire sidewalls developed a split in the bead seam near the rim (see pics). This unsafe tire condition was noticed and immediately pulled out of service. TOYO states this is an overload situation. ProVan refuses to take responsibility for their defective design in violation of the Safety Act.PLEASE HELP

Additional Details

When did this happen?

5/1/2021

Was there a crash?

No

Was there a fire?

No

Was there an injury or fatality?

No

How fast were you going?

(in mph) (optional)

65

About how many miles were on the vehicle at the time of the incident? (optional)

22500



Siberian RV.jpg



tire sidewall 5.jpg



tire sidewall 4.jpg



tire sidewall 2.jpg



tire sidewall.jpg



Wheel Max Rating 120 psi.jpg



Toyo Tire Issues Chart.jpg

Information Sharing Notice

NHTSA may share your complaint, including your name and contact information, with the vehicle or equipment manufacturer in the interest of safety. You can opt-out of this sharing below. However, NHTSA may still share your complaint with the manufacturer (even if you opt-out) if there is an official safety investigation or safety recall.

- ☐ **DO NOT share my personal information with the manufacturer prior to the start of a safety investigation or recall.**

Safety Recall Alerts

NHTSA will use the email address in this form to alert you if your vehicle could be subject to a safety recall.

- ☐ **I DO NOT wish to receive safety recall alerts from NHTSA.**

If you have questions regarding your complaint, please contact NHTSA's Vehicle Safety Hotline at 888-327-4236 (TTY: 888-424-9153), Monday-Friday, 8 a.m. to 8 p.m. ET. You can also email us ([hyperlink nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)) – be sure to include your complaint number in the email.