

CL-11491150-1000

[REDACTED]
Port St. Lucie, FL [REDACTED]
[REDACTED]

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue, SE.
Washington, DC. 20077-9382

May 2, 2023

Reference # 11491150

Defective Tires

On September 6, 2019 I purchased a Winnebago Travato, Class B motorhome (Vin 3C6URVJGOK [REDACTED]) from La Mesa RV @ 8650 NW LTC Parkway, Port St. Lucie, FL [REDACTED]. The vehicle came with Nexen 225/75/16 tires. The vehicle had 1,652 miles on it when I took possession.

By November 18, 2019 the left front tire began to show excessive tread wear with less than 5,000 miles on the motor home. (See exhibit "B".) I replaced the tire at St. Lucie Battery & Tire (see exhibit "A.") for \$184.21. I replaced it with another Nexen tire of the same size.

The front tires continued to show excessive tread wear. On May 25th, 2021 I had the right front tire replaced at St. Lucie Battery & Tire with another Nexen tire and an alignment for \$295.42. (see exhibit "C" and "D.") I applied for a warranty action with Nexen which they subsequently denied. Alignment report (exhibit "E".)

On October 8, 2022 while traveling, my rear Nexan tires began to disintegrate with excessive tread separation, (see exhibit "F."). A Florida Road Ranger traveling on [REDACTED] helped me to put on the spare on the right rear side. I had to make an emergency stop to buy new rear tires. I stopped at Camping World but they did not have the sizes I needed in stock. They referred me up the road to H&D

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Services, Inc. They had Westlake tires in stock for the size that I needed. I replaced the rear Nexan tires with Westlake tires for \$738.30 (see exhibit "G".)

I had subsequent correspondence with Winnebago (see exhibit "H"). They claimed no responsibility for the excessive tire wear. They stated that they buy the chassis from Promaster with those tires in place.

I filed a warranty claim with Nexan. They responded that the tire warranty was null and void because these tires are not to be used on a motorhome. They provided me a copy of the warranty (see exhibit "I.") The representative told me the tires had never been tested or approved to be used on a motorhome. They claim to have given Winnebago notice.

There were numerous discussions with Promaster, Winnebago and Nexan. Promaster did not claim any responsibility in the matter. Their position was that they sell the chassis to Winnebago and have no knowledge of what they build on the chassis. Winnebago said that they would refer the matter to their engineering department. Nexan stated that as an act of "goodwill" they would rebate me \$734.36 (see exhibit "J.").

The point of contact with Nexan was Aaron Wilson @ 330-949-2829 ext 165. awilson@NexanTireUSA.com. He reiterated that these tires were not designed for the motorhome due to the excessive weight. Unloaded the motorhome is 9,600 lbs. The tires were never tested on this unit. He stated that he had documentation that Winnebago was advised accordingly. (Exhibit "K".)



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