

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 27-OCT-2022 AUG 17 2023	Repository ☐ Reference No. 11491150
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				Email Address	
Address					
City Port St. Lucie		State FL	ZIP Code	Evening Telephone Number	
<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>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3C6URVJG0KE			MAKE RAM	Model PROMASTER	Model Year 2019
Date Purchased	Dealer's Name and Telephone Number			Engine: No. Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Albuquerque		STATE NM	ZIP Code 87110	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 18-NOV-2019	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 191000 TIRES:TREAD/BELT			Failure Mileage 20000.0	Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make NEXEN	Tire Model (Name or Number) RODIAN HT		Tire Size (Example P215/65R15) 225/75R16		
DOT No. (Example: DOTM1 9ABC036)	☐ Original Requirement ☐ Prior Repair	Failure Location: DRIVER SIDE FRONT			
Tire Component Code 191000 TIRES:TREAD/BELT			Tire Failure Type: TREAD SEPARATION		
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), injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N	
Narrative Description of Incident(s), Crash(es), 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).					
The contact owns a 2019 Ram Promaster 3500 equipped with Nexen Tires, Tire Line: Rodian HT, Tire Size: 225/75/16, DOT Number: (N/A). The contact stated that the driver's and passenger's side tires showed evidence of tread separation. The tires were replaced. On another occasion, the contact became aware that the rear tires had started to disintegrate. The tires were replaced. The manufacturer was contacted and stated that the tires were defective and should not have been installed on the RV. The failure mileage was 20,000.					
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					

[REDACTED]
Port St. Lucie, FL
[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 purchases a Winnebago Travato, Class B motorhome (Vin 3C6URVJGOKE [REDACTED] from La Mesa RV @ 8650 NW LTC Parkway, Port St. Lucie, FL 34986, 772-293-6750. 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 I-95 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

10672 S Federal Highway
Port Saint Lucie, FL 34952
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Fax: (772) 293-0684
Save \$10 On Your Next Visit

www.slbatteryfire.com/survey



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Fort Pierce Oleander (772) 293-0330
Hobe Sound (772) 546-0999
Jensen Beach (772) 334-1555
Okeechobee (863) 357-2431
Palm City (772) 219-0100
Port St Lucie US 1 (772) 466-1814
Port St Lucie Bayshore (772) 807-5544
Riviera Beach (561) 844-5505
Sebastian (772) 581-0605
Stuart (772) 872-7375
Vero Beach (772) 569-7629

Customer Information	Invoice	Additional Information
[Redacted] Port Saint Lucie, FL [Redacted] Acct Number: P: [Redacted] Contact:	Date: 11/18/2019 Reference: [Redacted] Salesperson: Scott Scheer Route: Delivery Date: 11/18/2019	PO Number: Work Order#: [Redacted] Customer Status: SAT DROP Return Time: Entered By: Scott Scheer

Qty	Description	Unit Price	Ext. Price
1.00	BASIC 1 TIRE INSTALL	0.00	0.00
	W/ New Valve Stems, Mounting & Balancing		
1.00	2237151150 NEXEN LT2257516 RODIAN	172.16	172.16
	2019 7.0%		
Terms: N/A			
		Subtotal:	172.16
		2019 St lucie sales tax:	12.05
		Total:	\$184.21
		11/18/2019 Payment# [Redacted] Amount:	\$184.21
			184.21

Visa

Signature _____

Invoice Balance: \$0.00

Terms:	Due Date	Due Amount	Amt Remain
	11/18/2019	\$184.21	\$0.00

Thank you for your business.

IMPORTANT: 'Commercial Vehicles' Please re-torque lug nuts after 50 miles of service, as part of our service we will re-torque FREE of charge.
THANK YOU

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant St. Lucie Battery & Tire permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. St. Lucie Battery & Tire is not responsible for loss or damage to vehicles, or articles left in vehicles, in case of fire, theft or any other cause beyond it's control. A 1.5% (18% APR) service charge will be assessed on any W-4495663

11/18/2019 12:28 PM Page: 1 Entered By: Scott Scheer

Signature _____

Exhibit "A"

NEXEN TIRE

Date	11/1/2022
To	
Reference	
From	Aaron Wilson II
Subject	Addendum of adjustment

NEXEN TIRE

Received your claim list and well noted. For your Claims, it is judged as follows

Received: 4 Accepted: 4 Rejected: 0

The result of adjustment is listed below



Your OEM equipped Nexen CT8 HL tires are not covered under any Nexen warranty for your application. However with the information that you have submitted and conversation we will offer good will in this situation.

Aaron Wilson II / Quality Assurance Department
Nexen Tire America, Inc.
4014 Wheatley Rd, Richfield Oh
T: (330) 946-2829 F: (909) 781 6590
qa@nexentireusa.com

It is prohibited to copy, modify or disclose this document without written consent from Nexen Tire America, Inc.

Exh.Bir "6"

St. Lucie Battery & Tire Company
3500 Orange Avenue
Fort Pierce, FL 34947

Phone: (772) 461-1746

Toll Free: (800) 432-1064

Fax: (772) 489-2609

Save \$10 On Your Next Visit

www.slbatterytire.com/survey



Home of Honest, Reliable Service

Work Order

Fort Pierce Main	(772) 461-1746
Fort Pierce Downtown	(772) 489-3977
Fort Pierce Cleander	(772) 293-0330
Hood Sound	(772) 546-0999
Indian Rock	(772) 334-1555
Orlando/Deer	(862) 357-2431
Palm City	(772) 219-0100
Port St. John ILS 1	(772) 466-1814
Port St. John Bayshore	(772) 807-5544
Port St. John	(561) 844-5505
Sebastian	(772) 581-0606
Sebastian	(772) 872-7376
Vero Beach	(772) 569-7609

Customer Information	Work Order	Additional Information
Port Saint Lucie, FL Acct Number: P: [REDACTED] Contact:	Date: 5/25/2021 Reference: [REDACTED] Salesperson: Brian Frear Route: Delivery Date: 5/25/2021	PO Number: Work Order#: [REDACTED] Customer Status: SPECIAL ORDER Return Time: Entered By: Brian Frear
Vehicle: Desc:	Lic No: VIN:	Unit: Mileage IN: Mileage OUT: *OE Info

Qty	Description	Unit Price	Ext. Price
1.00	15386NXX, LT225/75R16 121R, Roadian C/T 8 HL BW E (10 Ply), Nexen	157.99	157.99
1.00	L12, Pass/Lt Dismount/Remount	9.95	9.95
1.00	A115, Basic Truck Alignment	99.95	99.95

SLC Tax

Subtotal: 267.89

SLC Sales Tax: 19.03

Scrap Tire Disposal Fee: 3.00

Shop Supplies: 4.50

Florida Tire Fee: 1.00

Total: \$295.42

Terms: N/A

Terms:	Due Date	Due Amount	Amt Remain
	5/25/2021	\$295.42	\$295.42

77-53

Thank you for your business.

IMPORTANT: 'Commercial Vehicles' Please re-torque lug nuts after 50 miles of service, as part of our service we will re-torque FREE of charge.
THANK YOU

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant St. Lucie Battery & Tire permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. St. Lucie Battery & Tire is not responsible for loss or damage to vehicles, or articles left in vehicles, in case of fire, theft or any other cause beyond it's control. A 1.5% (18% APR) service charge will be assessed on any

W-5613545

5/25/2021 12:30 PM Page: 1 Entered By: Brian Frear

Exhibit "C"

Dashboard

OPEN

Your Claim History

[New Claim](#)

[My Account](#)

Customer Ref #:

2021-05-26 11:14:48

OPEN

Vehicle Year: 2020
Vehicle Brand: Winnebago
Vehicle Model: Travato
Mileage: 17371

Customer Ref #:

OPEN

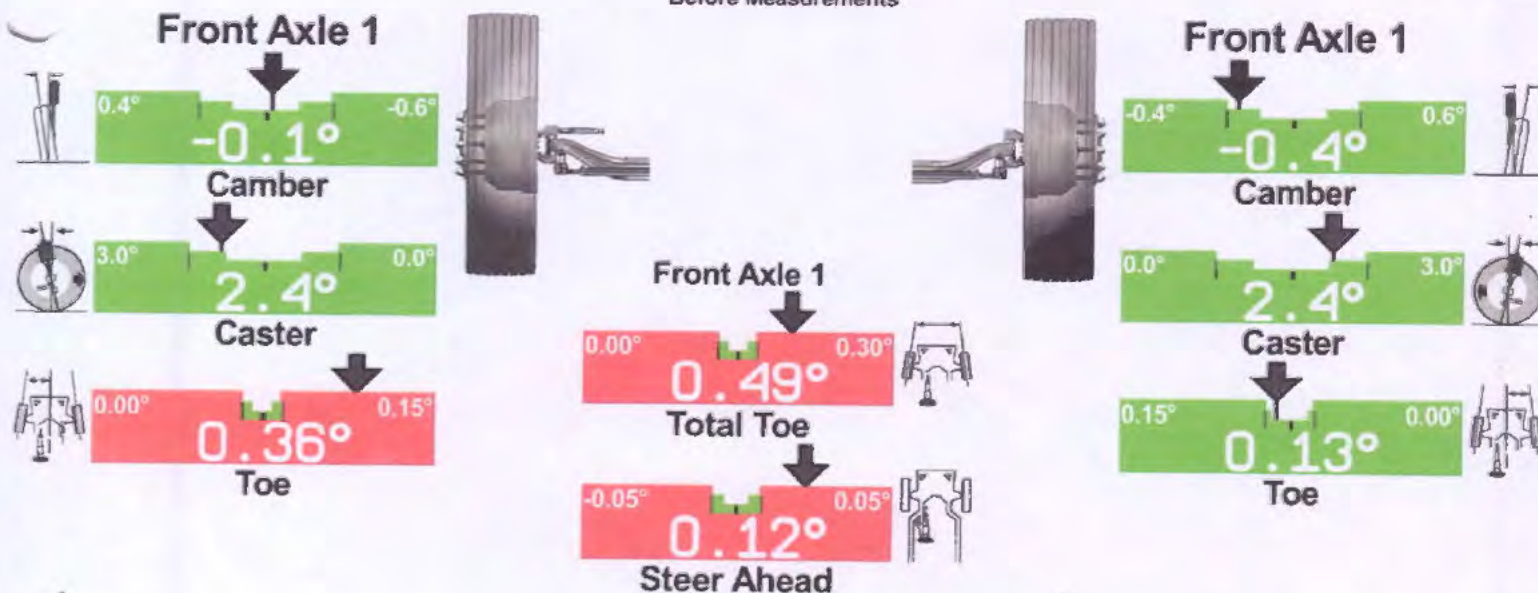
Vehicle Year: 2020
Vehicle Brand: Winnebago
Vehicle Model: Travato
Mileage: 17371

6/8/21 8:54 AM

Alex

Dodge / Ram / SRT : ProMaster : All Models except 3500 (Latin America) : 2014-21
Front Centerline Alignment, 6 sensors

Before Measurements



Current Measurements

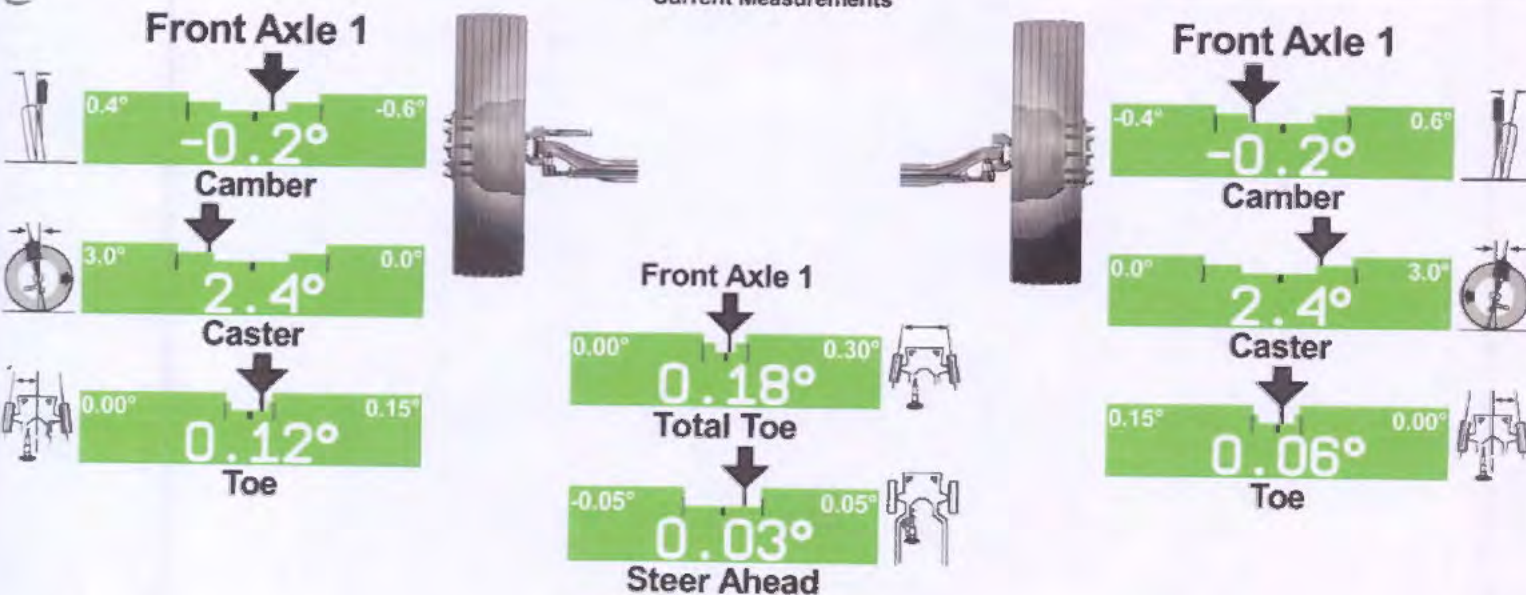


Exhibit "E"



Exhibit "F".

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

Winnebago Customer Care
PO Box 152
Forest City, IA 50436

October 27, 2022

REF: Winnabago Travato
VIN: 3C^URVJGoKE5 [REDACTED]

I purchased my Winnebago Travato from La Mesa RV in Port St. Lucie, Florida on September 13, 2019. I experienced problems with the Nexen, 225/75R16C model tires early on. Specifically, the front tires had significant tread wear and had to be replaced along with front end alignments. La Mesa RV referred me to St. Lucie Battery & Tire.

November 18, 2019	(see receipt)	\$184.21
May 25, 2021	(see receipt)	\$295.42

They were replaced with the same make and model tire.

While traveling on October 18, 2022 the original rear tires (37,700 miles) began to disintegrate and come off in strips. A Florida "Road Ranger" changed one tire for me on the interstate and I proceeded to an RV dealership that referred me to H&D Services (see receipt) as they had replacement tires; two rear and the spare. The only brand he had was Westlake Tires with the above size.

October 18, 2022	\$738.38
------------------	----------

I pursued warranty claims with Nexen Tire. Aaron, with Nexen Quality Assurance @ 1-866-706-3936 told me that these tires were never sanctioned to be on the Winnebago Travato for safety reasons and that Winnebago had been notified. There was never any testing done and the weight components on the

Exhibit H¹¹

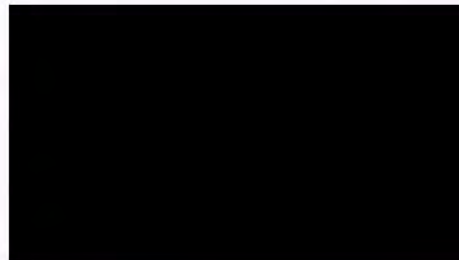
tires are not withing their safety standards. The warranty on the tires is null and void.

I am requesting reimbursement of \$1218.01

On a different note, my Jensen Entertainment Center in the unit never worked correctly. I though that it was a learning curve on my part. That was sent back to the manufacturer who verified that there was a problem and they sent me a new one under warranty.

Yet on another note; The electronic igniter on my two burner unit does not work (Dometic Model 2BR-1066057) does not work. Winnebago no longer installs this model, the company no longer makes it and the parts are not available. The burners still work but I have to lite them with a lighter.

Please address my issues.



Nexen Total Coverage Warranty (Replacement tires)

4. WHAT IS NOT COVERED UNDER THIS LIMITED WARRANTY

This warranty does not cover tires damaged due to misuse, abuse, or accident such as:

- Ride complaints after the first 2/32" of tread wear or replacement of three (3) or more tires from the same vehicle will not be accepted.
- Road hazard damage such as cuts, snags, punctures or tire repair, bruises, impact breaks, etc. (Check Road Hazard Replacement Program for patterns that are covered against this type of damage.)
- Premature or irregular wear (a measured tread difference of 2/32" [1.6mm] or more across the tread on the same tire) due to vehicle mechanical deficiencies or failure to rotate the tires at recommended intervals.
- Tires on any vehicle registered and normally operated outside the United States.
- Damage from incorrect mounting or dismounting of the tire, incorrect application, water or other material trapped inside the tire during mounting, or failure to balance the tires.
- Damage from over/under inflation, overload, or defective vehicle mechanical conditions.
- Tires with a lower load index and/or speed rating than that of the OE tire.
- Racing, off-road use, and misapplication of tire to vehicle.
- Ozone or weather cracking on tires after 48 months from the date of manufacture.
- Minor cosmetic ozone or weather cracking.
- Any tires worn beyond the wear indicators (Less than 2/32" remaining tread depth).
- Flat spotting caused by improper storage or brake lock.
- Accident, fire, chemical corrosion, tire alteration, willful abuse, or vandalism.
- Tires in which D.O.T. identification number and/or barcode on bead and/or brand name removed intentionally.
- Loss of time or use, inconvenience, or any incidental or consequential damage.
- Original equipment tires on new vehicle. (See separate warranty, if applicable, in your vehicle's glove box.)
- Tires purchased as used.
- Tires that have been recapped, retreaded, or regrooved.
- Use of tire chains.
- Tires used on recreational vehicles (for camping and motor homes, etc.) or in commercial service (i.e., tires used for taxi service, delivery, ride-sharing vehicles, etc.)
- Tires stored improperly.

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NEXEN TIRE AMERICA INC.
4014 Wheatley Road
Richfield, OH
(909) 923-4011

MallkovYevgeniy / NEXENTIRE / (매)정영관리팀 / 2022-11-10

Hanmi Bank
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1-855-773-8778

16-3939/1220

11/10/2022

PAY TO THE
ORDER OF

\$ 734.36

SEVEN HUNDRED THIRTY-FOUR AND 36/100 US***** DOLLARS

St. Lucie, FL
USA

NEXEN TIRE

MEMO

THIS DOCUMENT CONTAINS HEAT SENSITIVE INK. TOUCH OR PRESS HERE - RED IMAGE DISAPPEARS WITH HEAT.

NEXEN TIRE AMERICA INC. Richfield, OH 44286

Vendor:
Inv

Voucher

Date

Inv Amount

11/10/2022
Discount

Net Amount

2022.11.02

734.36

0.00

734.36

NEXEN TIRE

Comments:

734.36

0.00

734.36

Exh. 5T "J"

stance on the matter is that the tires do meet safety standards for the 2020 Winnebago Travato 59 k, however the issue has been sent to their engineers for additional research.

I will be going to a State of Florida commercial weigh station next week to get a certified weight on the vehicle.

You offered a "goodwill rebate." How will this be handled?

Port St. Lucie, FL

From: awilson@nexentireusa.com

To:

Sent: 11/2/2022 8:06:09 AM Eastern Standard Time

Subject: FW: Additional Information about your Nexen Claim



Aaron Wilson II

QA Department

Nexen Tire America, Inc.

4014 Wheatley Rd, Richfield, OH 44286

T: 330-946-2829 ext 165

awilson@NexenTireUSA.com



From: Aaron Willson II <awilson@nexentireusa.com>

Sent: Tuesday, November 1, 2022 4:59 PM

To:

Cc: 'qa@nexentireusa.com' <qa@nexentireusa.com>

Subject: Additional Information about your Nexen Claim

Exhibit "K"

Part of. Lucie. FI

302

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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