



**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire (VOQ)**

NATIONWIDE 1-888-DASH-2-DOT  
 1-888-327-4236  
 www.nhtsa.dot.gov/hotline

**FOR AGENCY USE ONLY 436**

Data Received  <b>09-NOV-2000</b>	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No.  <b>874758</b>	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

Vehicle Ident. No. (VIN) <small>(Listed at front of windshield or drivers side)</small> <b>1W53ATM29SY025060</b>	Vehicle Make <b>GOODYEAR</b>	Vehicle Model <b>WRANGLER HT</b>	Vehicle Year <b>1900</b>	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input type="checkbox"/> Fuel Injection

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____
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**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component <b>02740000</b>	Part Name(s) <b>TIRES:TREAD</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) <b>30-SEP-1997</b>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) _____		
	Vehicle Speed at Failure(s) _____		

**APPLICATION INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)


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 Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

**CONSUMER HAS A 1995 WESTERN RECREATION ALPENE LIGHT. DRIVER OUTSIDE FRONT TIRE TREAD SEPARATED & BLEW OUT. TRAVELING AT 60MPH. NO ACCIDENT, BUT MINOR DAMAGE TO VEHICLE. GOODYEAR FACTORY STORE REPLACED THE SET WITH NO PROBLEM. THE SIZE LT235/85R16. \*AK**

CONTINUED ON BACK PLEASE

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.

 U.S. Department of Transportation National Highway Traffic Safety Administration	DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	<b>FOR AGENCY USE ONLY</b> 438 Date Received RECEIVED 09-NOV-2000 OFFICE INVESTIGATION
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OWNER INFORMATION (Type or Print) [Redacted] 85	Reference No. 874758 Work Number Home Number
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Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  
 In the absence of an [Redacted] your name and address to the vehicle manufacturer.  
 Signature of Owner [Redacted] Date 11/29/2000

VEHICLE INFORMATION				
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1W53ATM29SY025060	Vehicle Make TIRE GOODYEAR	Vehicle Model WRANGLER HT	Vehicle Year 1995	Current Odometer Reading 30000

Purchase Date 2-1995 <input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____ No. Cylinders _____ <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
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Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input checked="" type="checkbox"/> Other SUV/UTV TRAILER	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other RV
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FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02740000	Part Name(s) TIRES:TREAD	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement

No of Failures	Date(s) of Failure(s) 30-SEP-1997 Mileage at Failure(s) 30000 Vehicle Speed at Failure(s) 60MPH	Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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**APPLICATION INCIDENT INFORMATION**  
 (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

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 Fatalities _____	Estimated Property Damage _____	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

CONSUMER HAS A 1995 WESTERN RECREATION ALPEN LIGHT DRIVER OUTSIDE FRONT TIRE TREAD SEPARATED & BLEW OUT. TRAVELING AT 60MPH, NO ACCIDENT, BUT MINOR DAMAGE TO VEHICLE. GOODYEAR FACTORY STORE REPLACED THE SET WITH NO PROBLEM. THE SIZE LT235/85R16. \*AK

NHTSA

RE: TIRE FAILURE REPORT

Vehicle; 1995 ALPENLITE 5<sup>TH</sup> WHEEL TRAILER

VIN. 1W53ATM29S4025060

DATE OF FAILURE; 9-30-97

MILEAGE AT FAILURE. 30000

SPEED 60 MPH

LEFT FRONT TIRE - TREAD SEPERATION/BLOWOUT  
(2 AXLE TRAILER)

DEFECTIVE TIRE... GOODYEAR WRANGLER HT

LT235/85R16 LRE 10/32 TREAD LEFT ON TIRES

RUN AT 80.0 PSI (COLD)

\* CERTIFIED WEIGHTS ENCLOSED (ALSO VERIFIED  
LOCALLY IN 1997) \*(2310 LBS/WHEEL-TRAILER)

ENCLOSED: 1. LETTER FROM WESTERN RECREATION VEHICLES

2. CAT SCALE WEIGHT CERT.

3. GOODYEAR STORE RECEIPT FOR REPLACEMENT

TIRES. (WRANGLER HT) LT235/85R16 LRE

4. NEWSPAPER ITEMS ABOUT "TIRE PROBLEMS"



September 26, 1997



25060

Western Recreational Vehicles, Inc. has learned that some of its customers have experienced tread separation on the **Goodyear LT 235/85R16 HT** tires that came as original equipment on Alpenlite and Dreamer fifth-wheels.

If Goodyear LT 235/85R16 HT tires are on your Alpenlite or Dreamer fifth-wheel, we suggest you verify your gross vehicle weight and contact Goodyear to make arrangements to have your tires inspected and replaced if necessary. Goodyear has another tire available for this application which is a **Wrangler LT 235/85R16 HTS**.

Goodyear has requested that whenever a customer has a question or problem with a tire that the closest authorized Goodyear tire dealer or company-owned outlet be contacted. Goodyear also offers a nationwide Location Assistance Program (1-800-GOODYEAR) which helps to pinpoint the nearest Goodyear outlet to your current location. If you are not satisfied with the information from the Goodyear outlet or the Location Assistance Program, you may speak directly with a Service Representative by calling Goodyear Customer Assistance at 1-800-321-2136 in Akron, Ohio. The National Field Manager for Product Service is Larry Gee, and he may be reached at 801-292-7509.

Goodyear has been responsive to each customer's request for information regarding the suitability of the tires for their vehicle. While Goodyear has not indicated that there is any manufacturing defect with this tire, they have replaced tires on a case-by-case basis depending on vehicle load.

Western RV is concerned for the safety and satisfaction of all owners and we recommend that you check your tires and take the necessary measures. We regret any inconvenience which you may have encountered and want to assure you that we are jointly working with Goodyear to assist you regarding this matter.

Sincerely,  
WESTERN RECREATIONAL VEHICLES, INC.

Mike Glazier  
Customer Services Manager

jmca

cc: Ron Doyle, President  
Western Recreational Vehicles, Inc.

Larry Gee, Goodyear Tire & Rubber



**THE CAT SCALE GUARANTEE**

The CAT Scale Company guarantees that our scales will give an accurate weight. What makes us different from other scale companies is that we back up our guarantee with cash.

COMING IN NOVEMBER...

WEIGH TO WIN!

**"WEIGH WHAT WE SAY OR WE PAY"**

If you get an overweight fine from the state after one of our CAT Scales showed a legal weight, we will immediately check our scale and we will:

- (1) Reimburse you for the cost of the overweight fine if our scale is wrong. OR
- (2) A representative of CAT Scale Company will appear in court WITH the driver as an expert witness if we believe our scale was correct.

**IF YOU SHOULD GET AN OVERWEIGHT FINE, YOU SHOULD DO THE FOLLOWING TO GET THE PROBLEM RESOLVED:**

- 1) Post bond and request a court date.
- 2) Call the CAT Scale location where you got the weigh ticket in question and inform them of the fine, or call CAT Scale Company direct during normal business hours.
- 3) **IMMEDIATELY** send a copy of the citation, CAT Scale Ticket, your name, company, address, and phone number to CAT Scale.

\* The four weights shown below are separate weights. The GROSS WEIGHT is the CERTIFIED WEIGHT and was weighed on a full length platform scale.

**CERTIFIED  
AUTOMATED  
TRUCK  
SCALE**

CAT SCALE COMPANY  
P.O. BOX 830  
WALCOTT, IA 52773  
(319) 284-8263

DATE: 7-17-95 STEER AXLE 3,160

SCALE West Winds Trucks Stop DRIVE AXLE 4,760

LOCATION: Green River ut. 84525 TRAILER AXLE 9,240

\* GROSS WEIGHT 17,140

PUBLIC WEIGHMASTER'S  
CERTIFICATE OF  
WEIGHT & MEASURE

IMPRINT SEAL HERE  
(IF APPLICABLE)

This is to certify that the following described merchandise was weighed, counted, or measured by a public or deputy weighmaster, and when properly signed and sealed shall be prima facie evidence of the accuracy of the weight shown as prescribed by law.

Truck - full gas, scotties, 4 bundle firewood, no driver/passenger  
trailer 1/2 tank propane, 3/4 fresh water, food & all personal supplies.

LIVESTOCK \_\_\_\_\_ ARTICLE WEIGHED \_\_\_\_\_

COMPANY \_\_\_\_\_ TRACTOR # \_\_\_\_\_ TRAILER # \_\_\_\_\_

WEIGHMASTER OR  
WEIGHER SIGNATURE Terrill Lewis FEE \$7.00 FULL WEIGH  
TICKET # \_\_\_\_\_ (IF REWEIGH)

4624086  
TICKET NUMBER

DRIVER IN TRUCK UNLESS CHECKED HERE: \_\_\_\_\_

# GOODYEAR AUTO SERVICE

A DIVISION OF THE GOODYEAR TIRE & RUBBER COMPANY  
 2699 NE 52ND ST, ANTIOCH SHOPPING CTR  
 KANSAS CITY, MO 64119  
 (816)453-3250  
 FEDERAL TAX ID# 340253240



INVOICE  
 098008

09/30/97 09/30/97  
 03:14 PM 05:59 PM  
 TERR: 4329  
 NONSIG: 904329

PAGE: 01

BILL TO



PHONE 1.....  
 PHONE 2.....  
 DATE REQUESTED 09/30/97  
 TIME REQUESTED  
 RETURN PARTS... NO  
 SALESMAN..... 021 / 008

VEH YEAR/MAKE. 95 WESTER  
 VEHICLE MODEL. ALPENLITE  
 VEHICLE COLOR. WHITE  
 LICENSE/STATE.  
 ODOMETER IN/OUT 030000 / 030000

ACCOUNT # 108 TO CUST# 1165456 AUTHORIZATION CREDIT CARD NO.  
 48960095 \* 01 44613 0 MO 031848 5410421033499009

ELER	TER	PRODUCT CODE	SE	QTY	DESCRIPTION	PARTS	LB/EXCISE	LINE TOTAL
021		744-825-802-0 QTY. 1- NO.	F	1-	LT235/85R16E WRL HT BSL TL MKORR020454	167.99	.00	167.99-
021		744-825-802-0 QTY. 1- NO.	S	1-	LT235/85R16E WRL HT/S BSL TL MKORHT04277	167.99	.67	168.66
021		744-825-802-0 QTY. 1- NO.	F	1-	LT235/85R16E WRL HT BSL TL MKORR020454	167.99	.00	167.99-
021		744-825-802-0 QTY. 1- NO.	R	1-	LT235/85R16E WRL HT/S BSL TL MKORHT04277	167.99	.67	168.66
021		744-825-802-0 QTY. 1- NO.	S	1-	LT235/85R16E WRL HT BSL TL MKORR020454	167.99	.00	167.99-
021		744-825-802-0 QTY. 1- NO.	R	1-	LT235/85R16E WRL HT/S BSL TL MKORHT04277	167.99	.67	168.66
021		744-825-802-0 QTY. 1- NO.	S	1-	LT235/85R16E WRL HT BSL TL MKORR020454	167.99	.00	167.99-
021		744-825-802-0 QTY. 1- NO.	S	1-	LT235/85R16E WRL HT/S BSL TL MKORHT04277	167.99	.67	168.66

CONTINUED NEXT PAGE

HAVE A QUESTION? GOES  
 (800) 453-3250  
 www.goodyear.com

**GOODYEAR AUTO SERVICE CENTER**

A DIVISION OF THE GOODYEAR TIRE & RUBBER COMPANY  
 2699 NE 32ND ST. ANTIOCH SHOPPING CTR.  
 KANSAS CITY, MO 64119  
 (816)453-3250  
 FEDERAL TAX ID# 340253240



INVOICE  
 098008

09/30/97 09/30/97  
 03:14 PM 05:59 PM  
 TERR: 4329  
 NONSIG: 904329

PAGE: 02

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LAB/EXCISE	LINE TOTAL
021		744-825-862-C QTY: 1- NO.	B	1	LT235/85R16E WRL HT BSL TL	167.99	.87	168.66
021		744-825-862-C QTY: 1- NO.	B	1	LT235/85R16E WRL HT/S BSL TL	167.99	.87	168.66
021	087	344-253	B	3	WHEEL BALANCE - COMPUTER SPTN	2.50	7.49	49.85

WINTER IS COMING, GOODYEAR CAN WINTERIZE YOUR CAR TODAY. LET US CHECK YOUR BELTS, HOSES, WIPERS, & FLUIDS!!!  
 THANK YOU FROM ALL OF US HERE AT GOODYEAR FOR GIVING US THE OPPORTUNITY TO SERVICE YOUR VEHICLE!!!

IF YOU ARE NOT 100% SATISFIED, CALL  
 JAMES SUMNER  
 THE STORE MANAGER, AT (816)453-3250

EXCISE TAX.....	2.88	PARTS TOTAL.....	15.16
CHARGED AMOUNT	55.92	LABOR TOTAL.....	37.45
STATE TIRE FEE	2.50	SUB TOTAL.....	52.63
TAXABLE AMOUNT	12.50	SALES TAX.....	.85
<b>INVOICE TOTAL</b>		<b>\$55.96</b>	



CUSTOMER AUTHORIZATION FOR TOTAL

AUTHORIZED BY, CUST  
 AUTH PHONE.....  
 REVISED TOTAL. 55.13

AUTH REC'D BY: ROBERT J  
 AUTH DATE.....  
 ADD'L AMOUNT.. 55.13

MANAGER REC'D, INF  
 AUTH TIME.....  
 REPAIRS-DESC..

SEE REVERSE SIDE FOR IMPORTANT SAFETY  
 WARNING AND WARRANTY INFORMATION

IF YOU HAVE A QUESTION OR PROBLEM

# Goodyear truck tires target of probe

THE NEW YORK TIMES

DETROIT — Federal officials opened a formal investigation into the safety of Goodyear tires on large pickup trucks, sport utility vehicles and vans, the National Highway Traffic Safety Administration announced Tuesday.

The agency said it had received 37 complaints about the Goodyear Load Range E tires. The complaints involved 31 crashes, 15 deaths and 129 injuries. The agency will review the safety records for 21 million tires manufactured from 1991 to 1999.

The investigation is a so-called preliminary evaluation, the lowest level of review that the government performs.

This is the 46th preliminary evaluation of a possible auto defect that the agency has

opened this year. Goodyear said recently that it had received reports of 15 deaths in crashes attributed to the tires. The reports have drawn attention because they come during the recall of 14.4 million Firestone light truck tires that have been blamed for 119 deaths over the last decade.

Goodyear began putting an extra layer of nylon in the tires in 1996 after discovering that some of them were prone to failure at high speeds and at high temperatures. Goodyear said in a statement Tuesday it had improved the tires in response to an "evolving trend" toward larger vehicles.

But Goodyear did not recall the tires it had produced before 1996, contending that the overall failure rate for the tires without the

nylon cap was very low. Personal injury lawyers say this is unacceptable, particularly because the tires are used on large vans that sometimes carry many people.

"One bad tire can take out a lot of people," said Christine Spagnoli, a lawyer who is suing Goodyear.

In a statement released Tuesday, Goodyear said the roughly 13.6 million Load Range E tires currently on the road "have excellent durability and performance."

Goodyear argued that the Load Range E tires are made primarily for commercial vehicles and are not found on many sport utility vehicles. The company maintains that it is being punished with litigation for having improved the tires four years ago.

S.B.N.P. 11-27-00

LOS ANGELES TIMES

## Goodyear Tells Regulators of Tire Failures

Autos: Tread problems have been linked to 15 deaths. Firm says accidents could be attributed to 'outside factors.'

By DAVAN MAHARAJ  
TIMES STAFF WRITER

Goodyear Tire & Rubber Co. said Thursday that it has told federal safety regulators that its light-truck tires have been linked to accidents involving at least 15 deaths and 125 injuries.

The Akron, Ohio, tire manufacturer said it volunteered the information to the National Highway Traffic Safety Administration after an article in The Times on Wednesday revealed how tire failures involving Goodyear's 16-inch Load Range E tires had resulted in at least eight deaths, 20 injuries and about two

dozen lawsuits against the company.

The lawsuits blame tread separation, virtually identical to the problems experienced by Bridgestone/Firestone, which has recalled 6.5 million tires. Accidents involving Firestone tires have been linked to more than 150 deaths and more than 500 injuries worldwide.

Chuck Sinclair, a Goodyear spokesman, said the tire maker wants to work closely with NHTSA. The company believes that all 30 accidents that it is aware of could be attributed to "outside factors"—such as a puncture, overloading or hitting a sharp object on the road. "We believe safety-related defects are not responsible for these accidents," he

said.

The company, however, has not provided tire-adjustment data to NHTSA investigators, Sinclair said. Such information, consisting of product-liability claims and customer complaints, would help federal regulators assess the failure rates of the light-truck tires, outfitted on vans, trailers and large sport-utility vehicles.

Sinclair said the company did not provide the tire-adjustment data to NHTSA "because, like other tire makers, we believe the potential for misinterpretation [of the data] is very high."

Goodyear officials acknowledged in deposition testimony that spiraling liability claims caused the company to appoint a team of in-house experts in 1996 to study tread-separation problems. Goodyear made a design

change to make the tires stronger, but it did not recall the older tires, millions of which are still on the road, including the popular Goodyear Wrangler AT and HT.

The Times reported earlier this week that executives of Kelly-Springfield Tire Co., a wholly owned Goodyear subsidiary, refused to have its tires made at Goodyear's Gadsden, Ala., plant after tire-adjustment data showed that a "large percentage" of Gadsden tires suffered tread separation.

A NHTSA spokesman said Thursday that the agency was continuing to monitor problems involving Goodyear tires. The spokesman invited consumers who experienced problems with the light truck tires to call the Department of Transportation's hotline at (800) 424-9393.