



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

400 Seventh Street, S.W.
Washington, D.C. 20590

DEC 22 2004

NVS-216 mjj
Ref. # 10050004

West Palm Beach, FL

Dear :

Thank you for taking a few moments of your time today to speak with me about a report you filed with U.S. Department of Transportation's Auto Safety Hotline (DOT Hotline) on December 3, 2003.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We seldom act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you filed with the DOT Hotline and the additional information you provided to supplement that report, which was received by the agency on February 10, 2004. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

A review of our database relative to problems associated with Continental LTE-3000 tires revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with other reports to identify any safety defect trends that may require our attention.

Further, if it can be determined through our analysis and investigation that a safety-related defect trend exists in tires, a manufacturer would be required to recall those tires regardless of the warranty status. However, under our statute of limitations, we cannot require a manufacturer to exercise any recall without charge for tires beyond 5-years of age. This 5-year limitation applies only to the manufacturer's responsibility to replace a tire free of charge as part of a recall campaign under the Federal statute.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can contact our toll-free DOT Hotline at 1-888-DASH-2-DOT (1-888-327-4236). One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A DOT Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

A handwritten signature in black ink, appearing to read "Alberto A. Jimenez", with a stylized flourish at the end. Below the signature, the word "for" is written in a small, cursive script.

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure