

10114284

Type: Customer E-mail	
From:	
To: webmaster@nhtsa.dot.gov	APR 25 2005
Subject: ODI# 10114284	

From:
 Comments:
 Did I send above complaint filed on 3/18/05 to the right department?
 I never received an answer.

*Add to
 10114284*

From NHTSA Web Site.

Jimenez, Alberto

To:
Subject: OD# 10114284

APR 25 2005

Dear

The report you submitted via National Highway Traffic Safety Administration's (NHTSA) Web site was received by NHTSA's Office of Defects Investigation on March 18, 2005. We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect is warranted. Also, information submitted by vehicle owners using Vehicle Owner's Questionnaires (VOQs) are automatically entered into our complaint database, and data is then available to NHTSA's Office of Defects Investigation investigators for review and analysis to determine whether an investigation is warranted. Due to the volume of VOQs received and limited agency resources, NHTSA cannot respond to the submitters of these questionnaires. We apologize for any confusion this may have caused you.

We would like to update your report. In reviewing your report it was noticed that you did not indicate whether you are the original owner of the vehicle and the tire name or number and the DOT identification number were not provided. Also, in describing the problem the vehicle was identified as a "new 2005 Cargo Van" (is this correct?) and the defect was not identified. Provide this information by e-mail so that your report will be complete and correct. Please reference your file number (ODINO 10114284).

For your information, under our statute of limitations, we cannot require a tire 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. Also, if the vehicle was bought used and if you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or your State's Office of the Attorney General regarding the tire issue.

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,

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