



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

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

April 24, 2007

[REDACTED]
[REDACTED]
Los Angeles, CA [REDACTED]

NVS-216 nlm
Ref. # 10187932

Dear [REDACTED]

Thank you for your correspondence dated March 22, 2007, concerning the Vogue tires on your model year (MY) 2005 Cadillac Deville. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on April 5, 2007.

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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. A review of our database relative to Vogue sidewall tire problems revealed no reports similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

In order for us to record specific information concerning the problems you have experienced with your tires, certain information must be provided. Please fill out and return the enclosed pre-addressed, postage-paid Vehicle Owner's Questionnaire (VOQ). The tire information you provide will be entered into our database and considered with other reports to identify any safety-related defect trends that may require our attention. Please mark the appropriate authorization box and sign the form. Your information may assist the manufacturer and NHTSA



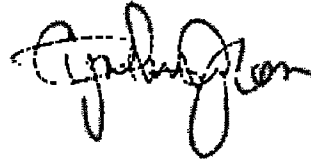
VEHICLE SAFETY HOTLINE
888-327-4236

in determining if a safety-related defect exists. A brochure explaining the investigation process is enclosed.

██████████ we sympathize with you concerning the reimbursement problem you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the California Office of the Attorney General regarding your problem(s) and your rights under the California Lemon Law. You may also ask your dealership for a meeting with the Cadillac district manager regarding your problem.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. 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>.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Glass".

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure