



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

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

June 19, 2007

[REDACTED]
[REDACTED]
Omaha, NE [REDACTED]

NVS-216 nlm
Ref. # 10189029

Dear [REDACTED],

Thank you for your correspondence dated April 16, 2007, concerning the tire blowouts you encountered in your model year (MY) 2002 Keystone Cougar Motorhome. The State of Indiana Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). Your correspondence was received on April 25, 2007. We regret any inconvenience our delay in responding may have caused you.

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

[REDACTED], we appreciate the report you provided. Reports from motorists are a very important source of information for us. A review of our database revealed similar Goodyear tire complaints to that which you encountered; however at this time 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. A brochure explaining the investigation process is enclosed for your information; or you may visit our website at: <http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm>.

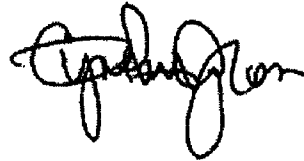


DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

We sympathize with you concerning the reimbursement problem you reported; however, this does not fall under our jurisdiction. We suggest that you continue to work with Keystone RV and Goodyear to obtain reimbursement for the damage to your camper. If you have not done so, you may consider contacting your local Consumer Protection Agency regarding your problems and your rights under the Nebraska Lemon Law. You may also ask your dealership for a meeting with Keystone's 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", written in a cursive style.

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

Enclosure: Motor Vehicle Defects and Recall Campaigns