



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 3, 2007

[REDACTED]
[REDACTED]
Dallas, TX [REDACTED]

NVS-216et
Ref #10196937

Dear [REDACTED]:

Thank you for your correspondence dated July 5, 2007, concerning the problem you encountered with the Goodyear Eagle tires that were equipped on your model year (MY) 2004 Nissan Maxima vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on July 12, 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. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted. Please be advised that Customer Satisfaction campaigns are not safety-related recalls and do not fall under our jurisdiction. Therefore, with regard to reimbursement for your replaced tires, we recommend that you continue to work with Goodyear.

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 'K. DeMeter', followed by a long horizontal line extending to the right.

Kathleen DeMeter
Director
Office of Defects Investigation
Enforcement