



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 9, 2007

██████████
██████████
Robinson, IL ██████████

NVS-216 nlm
Ref. # 10199201

Dear ██████████:

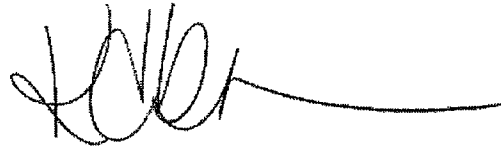
Thank you for your correspondence concerning the sidewall damage on the OEM Michelin tires installed on you model year (MY) 2005 Mercury Grand Marquis. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on August 8, 2007.

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. However, 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. In order for us to record specific information concerning the problems you have experienced with your vehicle certain information must be provided (e.g., tire model, tire size). Please fill out and return the enclosed pre-addressed, postage-paid Vehicle Owner's Questionnaire (VOQ). The 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 Michelin and NHTSA in determining if a safety-related defect exists.

Sincerely,

A handwritten signature in black ink, appearing to read 'K. DeMeter', with a long horizontal line extending to the right.

Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement