



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

1200 New Jersey Avenue SE
Washington, DC 20590

2007 OCT -1 AM 10:16

██████████
██████████
Chandler, AZ ██████████

NVS-216 mec
Ref. No. 10201550

Dear Mr. ██████:

Thank you for your correspondence dated August 20, 2007, concerning a recall for Firestone tires. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on August 28, 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. 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 help us determine whether an investigation into a possible recall inadequacy is warranted.

Regarding the replacement of your recalled spare tire, Firestone was required by Federal law to replace defective tires when presented no later than 60 days after the notification (November 2006). You indicated that you waited until August 10, 2007, to present the tire for remedy. At that point, Firestone would have no federal obligation to replace your tire. Firestone replaced the tire as a matter of goodwill.

We sympathize with you concerning the warranty problem you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception,



warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald B. Fields". The signature is fluid and cursive, with the first name "Ronald" being the most prominent.

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement