



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

1200 New Jersey Avenue SE
Washington, DC 20590

February 26, 2008



Springfield, IL [REDACTED]

NVS-216 et
Ref No. 10219449

Dear [REDACTED]:

Thank you for your correspondence dated January 22, 2008, concerning the problem you encountered with the Goodyear Eagle RS-A tires that were equipped on your model year (MY) 2004 Nissan Maxima vehicle. The Illinois Office of the Attorney General referred your correspondence to the National Highway Traffic Safety Administration (NHTSA). The Office of Defects Investigation received your correspondence on February 20, 2008.

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.

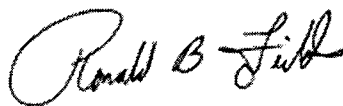
We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted. Please be advised that 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 "Ronald B. Fields". The signature is written in a cursive, flowing style.

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