

CL-10223944-5378



Concord, NH [redacted]

2008 APR -3 AM 9:13

2008 APR -1 P 3:10

March 24, 2008

J.D. Power III
J.D. Power and Associates
2625 Townsgate Road, Suite 100
Westlake Village, CA 91361-2702

Dear Mr. Power:

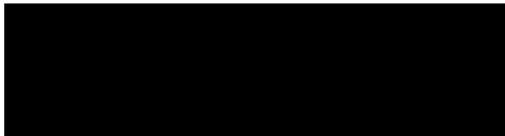
Thank you for sending such a detailed report on new automobile tires included as standard on a new vehicle. I had been told the tires provided on a new car were not of particularly good quality, yet I was very surprised by the poor performance of the Hankook tires on my 2007 Ford Focus.

I had a host of problems with these tires, including a puncture, a repair that did not hold, loss of air, poor handling, and ultimately, they had to be replaced at 26,000 miles. I am accustomed to Michelin or Dunlap performance, so this was not a good experience.

In fact, the tires were so sub-par, I am sending a copy of this letter to the National Transportation and Highway Safety Administration, because I think Hankook Optimo tires may represent a safety hazard. They are, however, probably very cheap for the automaker to include on a new car, because when I was gathering information for your survey, I did notice the "Made in China" designation.

Thanks again for forwarding your survey.

Sincerely,



RH
04/03/08
KB