



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

1200 New Jersey Avenue SE.
Washington, DC 20590

August 4, 2009

[REDACTED]
Milford, IA [REDACTED]

NVS-216 mec
Ref. No. 10277728

Dear [REDACTED]:

Thank you for your correspondence concerning Duro tires equipped on your model year (MY) 2008 Sprinter Copper Canyon Fifth Wheel Camper. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on July 13, 2009.

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 safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a safety defect may exist. 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 your letter you indicate that you noticed the Duro tires splitting and cracking on your MY 2008 Sprinter Copper Canyon Fifth Wheel Camper. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to problems you encountered with Duro tires. Although we are not opening an investigation at this time, we continually review all available data to determine whether an investigation may be warranted. A brochure explaining the investigation process is enclosed for your information. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

With regard to your request for reimbursement, we recommend that you continue to work with the dealership and/or manufacturer as this does not fall under our jurisdiction. If you have not



done so, you may consider contacting the Federal Trade Commission (FTC). The 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>.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq> or call the Auto Safety Hotline at 1-888-327-4236. 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 cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure