



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

1200 New Jersey Avenue SE.
Washington, DC 20590

December 3, 2009

[REDACTED]
[REDACTED]
Pittsburgh, PA [REDACTED]

NVS-216 nlm
Ref. # 10289548

Dear [REDACTED]

Thank you for your correspondence dated April 14 concerning the cracked sidewalls and blowouts of the Goodyear Eagle RSA tires on your model year (MY) 2004 Nissan Maxima vehicle. Your correspondence was forwarded by Senator Arlen Specter's office to the National Highway Traffic Safety Administration (NHTSA). Your correspondence was received on October 15. We also received your correspondence dated September 21 that was sent directly to NHTSA.

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. 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. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to cracked sidewalls or blowouts of Goodyear Eagle RSA tires. At this time, we do not have information indicating that the sidewall cracks in these tires present a risk to safety or that they have demonstrated a pattern of blowouts that might indicate a defect trend. NHTSA's Office of Defects Investigation is aware of the Goodyear Customer Satisfaction Program on Goodyear Eagle RSA 245/45R18 tires (copy enclosed); however, this is not a safety recall conducted under the Federal motor vehicle safety laws that NHTSA administers. Customer satisfaction campaigns are not safety related. Therefore, NHTSA has no jurisdiction to require a manufacturer to amend the terms of its customer satisfaction campaign.



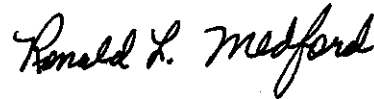
ERM0007105

Page 2



If further assistance is needed, please contact me or Mr. Daniel C. Smith, NHTSA's Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,



Ronald L. Medford
Acting Deputy Administrator

Enclosure

cc: The Honorable Arlen Specter