



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

1200 New Jersey Avenue SE.
Washington, DC 20590

July 6, 2012

The Honorable Tom Cole
Member, U.S. House of Representatives
2424 Springer Drive, Suite 201
Norman, OK 73069

NVS-216 nlm
Ref. No. 10462646

Dear Congressman Cole:

Thank you for your correspondence on behalf of your constituent, [REDACTED], who wrote concerning the Goodyear Marathon tires equipped on his model year (MY) 2010 Keystone Montana 5th wheel recreational vehicle (RV).

The National Highway Traffic Safety Administration (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 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 defect trend may exist.

[REDACTED] indicated that on three separate occasions while driving his MY 2010 Keystone Montana 5th wheel RV he experienced a blowout on one of his Goodyear Marathon tires. In addition, the remaining Goodyear Marathon tire eventually had a flat. All four tires were replaced and disposed of by AAA and Discount Tire. [REDACTED] believes that Goodyear Marathon tires are defective and is requesting reimbursement for the cost of the tires, installation, lodging, and damage to his RV. However, Goodyear is denying his claim because he no longer has possession of the tires.

NHTSA's Office of Defects Investigation is monitoring all available data concerning blowouts of Goodyear Marathon tires; however, no determinations have been reached at this time. The information you provided on behalf of [REDACTED] has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. A brochure explaining the NHTSA investigation and recall process is enclosed for [REDACTED] information and he may visit our website at: www.nhtsa.gov.

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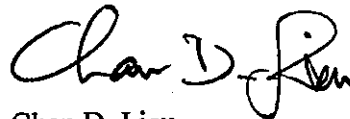
The Honorable Tom Cole

██████████ request for reimbursement does not fall under our jurisdiction. Additionally, it is a standard practice in the tire industry to inspect a failed tire and/or the vehicle on which it was installed. We compared Goodyear's policy to other tire manufacturers and found them similar in requirements. We recommend that ██████████ continue to work with Goodyear to resolve his problem.

If ██████████ has not done so already, he may consider contacting his local Consumer Protection Agency, Better Business Bureau, or the Oklahoma Office of the Attorney General regarding his problem and rights under the State laws. In addition, the Federal Trade Commission (FTC) has jurisdiction over warranty, remuneration matters, and fair trade practices. There are three ways to 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 www.ftccomplaintassistant.gov.

I hope this information is helpful. If you have any questions, please contact me or Ms. Nancy L. Lewis, Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,



Chan D. Lieu
Director, Governmental Affairs,
Policy and Strategic Planning

Enclosure

cc: Washington Office