



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

August 22, 2012

[REDACTED]
Indianapolis, IN [REDACTED]

NVS-216 mec
Ref. No. 10469881

Dear [REDACTED]

Thank you for your correspondence concerning the Goodyear Marathon tires that came equipped on your model year (MY) 2009 Keystone Montana 5th wheel recreational vehicle (RV). The Office of the Indiana Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) for a response. It was received by NHTSA's Office of Defects Investigation (ODI).

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. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that five Goodyear Marathon tires equipped on your MY 2009 Keystone Montana 5th wheel RV failed. You contacted the dealer, Goodyear, and Keystone but failed to receive satisfaction. You feel the problems with these tires could potentially be a life threatening issue. In addition, you are requesting compensation for the four new tires you had to purchase.

ODI is monitoring all available data concerning failures, tread separation and blow-outs in Goodyear Marathon tires equipped on RV's. However, no determinations have been reached at this time. A brochure explaining NHTSA's investigation and recall process is enclosed for your information and you can visit our website at www.nhtsa.gov. 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.

We sympathize with you regarding your request for compensation; however, this type of request 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 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.ftccomplaintassistnt.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at 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 www.nhtsa.gov.

Sincerely yours,



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