



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

1200 New Jersey Avenue, SE
Washington, DC 20590

February 13, 2017

The Honorable Johnny Isakson
United States Senator
3625 Cumberland Boulevard, Suite 970
Atlanta, GA 30339

NEF-109 rrr
Ref. No. 10925234

Dear Senator Isakson:

Thank you for your correspondence on behalf of your constituent, [REDACTED] concerning the Nexen tires (Size P215/45R17) on her model year (MY) 2013 Hyundai Elantra vehicle. Your correspondence was forwarded to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor 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.

[REDACTED] indicates that in April 2016, she purchased a MY 2013 Hyundai Elantra. Recently the vehicle's tire alarm indicated that the tires had low air pressure. Upon inflating the tires, which are made by Nexen (size P215/45R17) she noticed cracks had developed between the tread on three tires. She searched NHTSA's website and the Internet and found several complaints for this problem. [REDACTED] asserts that her Hyundai dealer assisted her in contacting Nexen after having no success on her own. She was instructed to send the 3 tires back to Nexen, but she had to replace the tires at her expense. [REDACTED] requests compensation for the three tires and that NHTSA open an investigation into the safety of these tires.

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to cracks developing between the tread of Nexen tires and the potential for blow outs. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation or the initiation of a recall. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. We enclosed a brochure for [REDACTED] information explaining NHTSA's investigation and recall process, which is also on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess. We recommend that [REDACTED] continue to work with Nexen towards an amicable resolution.

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██████████ may consider contacting her local Consumer Protection Agency or the Georgia Office of the Attorney General regarding her problem and rights under the State laws. In addition, the Federal Trade Commission (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 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.

██████████ 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. ██████████ can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

I hope this information is helpful. If you have any questions, please contact me or Mr. Jeffrey M. Giuseppe, Acting Associate Administrator for Enforcement, at 202-493-2631.

Sincerely yours,



Essie Wagner
Deputy Director, Governmental Affairs,
Policy and Strategic Planning

Enclosure

cc: Washington Office