



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

September 19, 2012

[REDACTED]
Jacksonville, FL [REDACTED]

NVS-216 mec
Ref. No. 10469489

Dear [REDACTED]

Thank you for your correspondence concerning Hankook Optimo H725A tires size P205/55R16 that came equipped on your model year (MY) 2011 Volkswagen Jetta vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

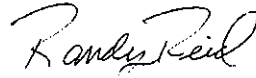
NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We 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.

We appreciate your recent report. The information has been added to your original report in our complaint database. You indicate that the interior side walls of three Hankook Optimo H725A tires size P205/55R16 on your MY 2011 Volkswagen Jetta started to rupture around the circumference. A tire shop technician found the problem while performing an unrelated repair on your vehicle. You indicate that tires were replaced and the dealer was made aware of the problem.

We reviewed our database in an effort to identify whether a safety-related defect trend exists with regard to side wall cracking or blow outs with Hankook Optimo H725A tires size 205/55R16H equipped on MY 2011 Volkswagen Jetta vehicles. At this time there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation. The information will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov.

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,

A handwritten signature in cursive script that reads "Randy Reid".

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