



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

September 12, 2012

[REDACTED]
Morton Grove, IL [REDACTED]

Dear [REDACTED]

NVS-216 mec
Ref. No. 10473406

Thank you for your correspondence concerning two Bridgestone Potenza tires size 205/50R16 that you purchased for your model year (MY) 1999 Mercedes Benz SLK230 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.

You indicate that one of the Bridgestone Potenza tires size 205/50R16 which you bought from Tire Rack has a slow leak. Your mechanic checked the tire numerous times but is unable to find the source of the leak. You took your tire to a Firestone/Bridgestone store as stated in your warranty booklet but you were told to return the tire to Tire Rack.

We reviewed our database in an effort to identify whether a safety-related defect trend exists with regard to Bridgestone Potenza tires size 205/50 R16. At this time there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation. The information 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. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov.

We sympathize with you regarding the warranty on the tires; however, warranty issues do 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.

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 black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

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