

CL- 10776518-4628

Atlanta, GA

January 18, 2016

US Dept of Transportation
National Traffic Safety Administration
ATTN Office of Defect Investigation (VS-210)
1200 New Jersey AVE SE
West Building
Washington, D.C.
20590

FEB -4 2016

Dear Sir,

**CONTIPROCONTACT 245/40R18 97V XL TIRES HAVE WEAK SIDEWALLS
SUBJECT TO BLISTERS AND BLOW OUTS**

My 2015 Mercedes-Benz WDDHF5KB8FB [REDACTED] was delivered in March 13, 2015. The tires are standard on my car. I had low profile V rated tires on my Nissan 1990 300ZX for more than a decade and had no reason to believe this type of tire was problematic. It is now January 16, 2016 and I have had three of the tires replaced.

1. The front left tire developed a sidewall blister on 9/23/2015 at 2,943 miles. Mercedes-Benz of Buckhead replaced the tire without charge and gave me no documentation. However, I do have a picture of the tire with a blister

2. On 12/22/2015 while approaching the DeKalb Farmers Market from Scottdale, GA on E. Ponce de Leon Ave in heavy stop and go traffic in heavy rain with no way to swerve to miss a pothole I hit the brakes and slowed before the pothole. I was going extremely slowly on impact. The front right tire sidewall blew out. Once again Mercedes-Benz of Buckhead replaced the tire at 3,502 miles and Troy Bartkowicz verbally agreed to give me road hazard insurance for future blow outs on 12/24/2015. I also submitted a street repair notice to Scottdale.

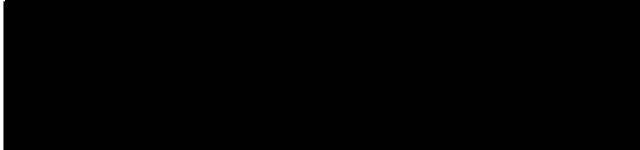
3. On 1/12/2015 the recently replaced right front tire sidewall deflated most probably via a small popped blister on Briarcliff Rd just pass North Decatur Rd. I contacted MBrace to call Mercedes-Benz of Buckhead and they dispatched a vehicle to put the emergency spare on the Mercedes E350 at 3,604 miles. On 12/15/2016 Mercedes-Benz of Buckhead, Troy Bartkowicz, again replaced that tire. I was travelling at or below the speed limit in the afternoon around 2:00 PM on a clear day and did not hit a pothole.

NAM
2816
SMD

I refer you to this web site:

These tires appear to be defective. A reasonable solution would be for Continental to replace them with better tires. Leaving these tires on the car would be gross negligence on the part of Continental and Mercedes-Benz.

Sincerely,



Attachments(I can email jpeg files of the pictures):

1. 9/23/2015 picture of left front tire blister over "9" and "ture"



2. 12/22/2015 picture of right front tire that blew out



3. Pothole notification to Scottdale

pothole, case number 42 icon leaving scottsdale before farmers
market

Who was Notified

You can create a watch area for the public official you hold responsible by going to
and attaching their name to that area of responsibility.



4. Receipt from Mercedes-Benz of Buckhead 12/24/2015



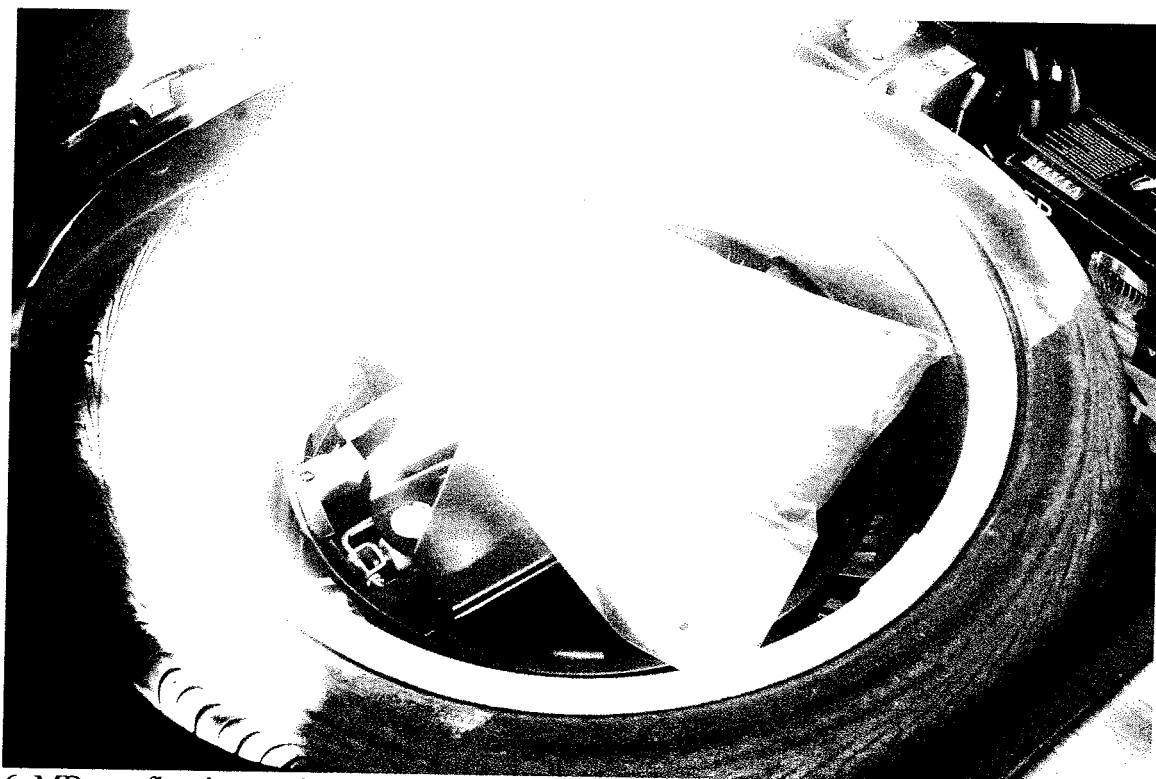
Mercedes-Benz of Buckhead
 2799 Piedmont Road, NE
 Atlanta, GA 30305
 (404) 846-3500

SERVICE
INVOICE

CUSTOMER NO. [REDACTED]		ADVISOR TROY BARTKOWICZ		TAG NO. [REDACTED]	INVOICE DATE 12/24/15
[REDACTED]		LABOR RATE	LICENSE NO.	3,514	DES. CARDINAL
[REDACTED]		YEAR / MAKE / MODEL 15/MERCEDES-BENZ/E350W/4 DOOR SEDAN		DELIVERY DATE 03/13/15	DELIVERY MILES 9
ATLANTA, GA		VEHICLE I.D. NO. WDDHF5K88FR		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.I.E. NO.	P.O. NO.	R.O. DATE 12/24/15	REPRINT# 1
[REDACTED]		COMMENTS		MO: 3515	

JOB# 1 CHARGES LABOR CUSTOMER REQUESTS TO REPLACE THE FRONT RIGHT TIRE SIDEWALL DAMAGED REPLACED THE R/F TIRE DOT#-HM2P-NIH6-2115						The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale. THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	Q-8-40-0765	CONTINENTAL 2	432.00	298.95	
				TOTAL - PARTS	298.95	
MISC	CODE	DESCRIPTION	CONTROL NO.			
	C	SERVICE COUPON		-50.00		
	C2	PARTS COUPON		-50.00		
				TOTAL - MISC	-100.00	
JOB# 1 TOTALS					PARTS 298.95	
					MISC -100.00	
					JOB# 1 TOTAL 198.95	
JOB# 2 CHARGES LABOR PLEASE SEE IF YOU CAN SNAP BACK IN PLACE THE RIGHT FRONT ROCKER PANEL PULLED OFF RESECURED THE R/S ROCKER PANEL						Did You Get Your Points Today? BenzBucks Earnings Program BenzBucks Gift Certificates Lost Key Return Service VIP Towing Reimbursement Excess Mileage & Damage Protection Café Benz Privileges Exclusive Merchant Network Personal Travel Service
JOB# 2 TOTALS					JOB# 2 JOURNAL PREFIX MBCS JOB# 2 TOTAL 0.00	
JOB# 3 CHARGES						
LABOR						
MPINA CUST REQ MPI COMPLETED						
JOB# 3 TOTALS					JOB# 3 JOURNAL PREFIX MBCS JOB# 3 TOTAL 0.00	
COMMENTS AMANDA(WAIT)						

5. 1/12/2016 picture of right front deflated tire



6. MBrace flat tire service document



Mercedes-Benz
of Buckhead

Mercedes-Benz of Buckhead
2799 Piedmont Road, NE
Atlanta, GA 30305
(404) 342-8501

ROADSIDE ASSISTANCE 1-800-222-0140

1/12 [redacted] 767
[redacted]
2014 [redacted] 3604 W000085B7EG [redacted]
LOCATION: Buckhead - Buckhead
COMPLAINT: [redacted]
CONNECTION: [redacted]

7. Receipt from Mercedes-Benz of Buckhead 1/15/2016



Mercedes-Benz

"ATLANTA'S LUXURY DRIVING CHOICE"

Mercedes-Benz of Buckhead

2799 Piedmont Road, NE
Atlanta, GA 30305
(404) 846-3500

SERVICE
INVOICE

CUSTOMER NO.	PERSON	TAB NO.	INVOICE DATE
	TROY BARTKOWICZ	661	01/15/16
LABOR RATE	1 LICENSE NO.	MB PAGE	COLOR
		3,628	DES. CARDINAL
YEAR MAKE MODEL	VEHICLE ID NO.	DELIVERY DATE	DELIVERY MILES
15/MERCEDES-BENZ/E350W/4 DOOR SEDAN	W.D.D.H.F.5.K.B.8.F.B.	03/13/15	9
S.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE	COMMENTS	R.O. DATE	
		01/15/16	

JOB# 1 CHARGES-----

LABOR-----

Customer states right front tire went flat & old DOT# hw2p
n1h62115
DAMAGED
NEW- HW2P N1H6 2315
MOUNT & BALANCE NEW 18" RF.. SET PSI & TPMS

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	Q-8-40-0765	CONTINENTAL 2	456.00	228.00	228.00
TOTAL - PARTS						228.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

W3	EXT WARR PAYS	341811		-228.00	
TOTAL - MISC					-228.00

JOB# 1 TOTALS-----

PARTS	228.00
MISC	-228.00

JOB# 2 CHARGES-----

JOB# 1 JOURNAL PREFIX MBCS JOB# 1 TOTAL 0.00

LABOR-----

CUSTOMER AUTHORIZES MULTI POINT INSPECTION

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX MBCS JOB# 2 TOTAL 0.00

ESTIMATE-----

CLIENT HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----

CLIENT STATES TIRE NEEDS REPLACED Mileage:3628 VIN:WDDHF5K88F
S (KIM) WAIT
MSD CLAIM
PAID 228.00

MO- 3629

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

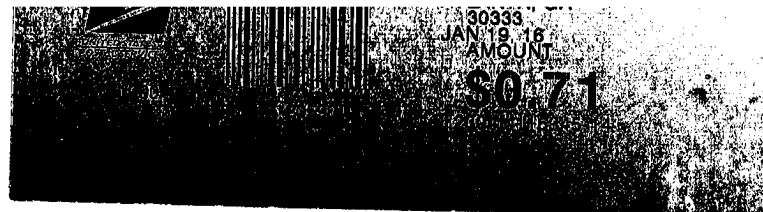
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- ✓ Café Benz Privileges
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Atlanta, GA



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