



Mercedes-Benz

22 August 2017

Mercedes-Benz
Australia/Pacific Pty Ltd
A Daimler Company
ABN 23 004 411 410

Sent via e-mail: dleung2000@hotmail.com

Dear Mr Leung

CM245880: Mercedes-Benz C-Class (WDD2050642F459763)

Thank you for your email received 11 August 2017, regarding your 2016 Mercedes-Benz C43 AMG and related tyre skipping concerns.

At Mercedes-Benz, our customers form the heart of our business and we pride ourselves on delivering the customer experience that is synonymous with prestige and excellence. For this reason, Mercedes-Benz Australia/Pacific Pty Ltd ("MBAuP") regrets to learn of your experience and apologise for the inconvenience this has caused.

Upon receipt of your email, we have taken the liberty to investigate your matter further and made contact with Mr Mark Csillag, Service Manager of Mercedes-Benz Liverpool ("MBL"). Mr Csillag has confirmed that a thorough investigation and testing has been carried out by the MBB Workshop and the Mercedes-Benz Australia Technical Division. It has been concluded that your vehicle is operating in accordance with factory specifications and that the tyre skipping concern you have raised is a series standard characteristic.

For your information, the characteristics experienced whilst driving may be caused by a combination of factors, namely, the flexibility within the tyre sidewall, the grip between the front tyres and the type of road surface being driven over. These characteristics are more apparent at very low speeds, and when a certain percentage of wheel lock is engaged for turning. Tyre skipping may occur in vehicles regardless of country and steering variant and this is demonstratively more evident in colder temperatures due to the changes in the tyre rubber elasticity. Please be assured that this does not affect the safety or overall performance of your Mercedes-Benz C43 AMG.

We trust you will appreciate that vehicles are manufactured to model specific standards and sometimes, these standards may differ from the expectations of an individual customer. This does not mean that there is a technical issue in relation to the vehicle, merely that our customer's expectations exceeded our series standard.

Mr Leung, we understand that your time is valuable and appreciate the efforts you have taken to bring this matter to our attention. We trust our advice is helpful and wish you a pleasant ownership experience.

Yours sincerely

Angelo Atton
Manager, Customer Assistance Centre
Mercedes-Benz Passenger Cars

Murphy Chai
Customer Relations Specialist
Mercedes-Benz Passenger Cars

Cc: Mr Michael Shehadie, Dealer Principal, Mercedes-Benz Liverpool
Mr Mark Csillag, Service Manager, Mercedes-Benz Liverpool