



Mercedes-Benz

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

August 2017

Sent via e-mail: [REDACTED]

Dear Mr [REDACTED]

CM24 [REDACTED]: Mercedes-Benz GLC-Class (WDC253 [REDACTED])

Thank you for your contact on [REDACTED] July 2017 in regards to your 2016 Mercedes-Benz GLC250d and related tyre skip concern.

At Mercedes-Benz, our customers form the heart of our business and we pride ourselves on delivering customer experiences that are 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.

Since our conversation, we have taken the liberty to investigate your matter further and made contact with Mercedes-Benz Canberra ("MBC"). MBC has confirmed that a thorough investigation and testing has been carried out by the MBC 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.

The characteristics you have 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 GLC250d.

For your information, tyre wear can be influenced by individual driving style, road conditions, tyre pressure and the wheel alignment of your vehicle. Additionally, it is important for our customers to check their tyre pressure every 2 weeks as stated in the "Wheels and Tyres" section of the Owner's Manual to prevent premature wear.

[REDACTED] please rest assured that the MBC workshop has confirmed that the tyre wear you are experiencing is normal.

As such, with respect, MBAuP are unable to accede to your request to cover the cost of new tyres. We recommend you make contact with MBC should you wish to make a booking for new tyres to be arranged at your cost.



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Thank you for taking the time to bring your concerns to our attention and wish you many years of safe and enjoyable motoring.

Yours sincerely



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



Natalie Pique
Customer Relations Specialist
Mercedes-Benz Passenger Cars

Cc:

