

[REDACTED]
Annapolis, MD
[REDACTED]

December 8, 2022

BY CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mercedes-Benz USA, LLC
Customer Assistance Center
1 Mercedes-Benz Drive
Sandy Springs, GA 30328

TIRE SAFETY CONCERN – VIN: 4JGFB4KB8L [REDACTED]

Dear Sir or Madam,

I am writing formally to notify you of a serious design and safety concern I have discovered with my 2020 GLE 350 with Vehicle Identification Number 4JGFB4KB8L [REDACTED]. This letter is being written since I was unable to email you today on your web site. The web site indicated the ability to contact you by either email or chat was not operational at this time.

On my car I received a tire inflation alert on the dashboard while driving. When checking the inside driver side door panel sticker for tire pressure guidance, it noted that the rear tire pressure should be a cold inflation pressure to 47 PSI. A photo of that door panel sticker is attached below. This inflation recommendation is for a tire size 275 / 50 R20.

My car was delivered with the above tire size manufactured by Michelin. The tire model is a Primacy Tour A/S. Stamped on the tire is the manufacturer's maximum inflation pressure rating. The Michelin guidance is that the maximum inflation pressure for the tire is 44 PSI. A photo of the tire stamp is attached. As such, with respect to my vehicle at least, Mercedes Benz is telling the owner to fill the tires in a cold state to a pressure that is above the Michelin recommended maximum pressure.

This creates a safety issue and I need guidance from Mercedes Benz. In addition, it seems reasonable that you will assess the situation and advise other vehicle owners who may also have door panels advising to fill the tires to a pressure exceeding the manufacturer's recommendation.

[REDACTED]

CC:
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

NR

Enclosures

TIRE AND LOADING INFORMATION
RENSEIGNEMENTS SUR LES PNEUS ET LE CHARGEMENT

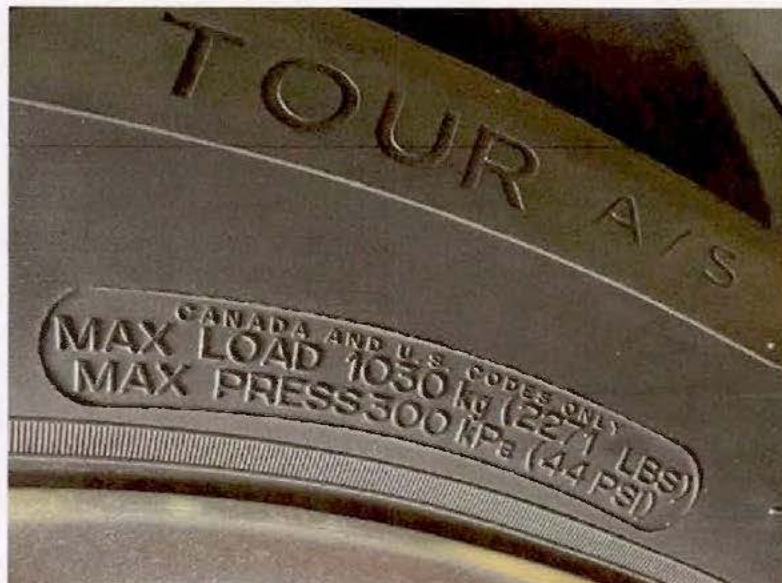
SEATING CAPACITY / NOMBRE DE PLACES: TOTAL 5 FRONT 2 REAR 3

The combined weight of occupants and cargo should never exceed 643 kg or 1416 lbs.
 Le poids total des occupants et du chargement ne doit jamais dépasser 643 kg ou 1416 lbs.

TIRE / PNEU	SIZE / DIMENSIONS	COLD TIRE PRESSURE / PRESSION DES PNEUS A FROID
FRONT / AVANT	275/50 R20	260 KPA, 38 PSI
REAR / ARRIERE	275/50 R20	320 KPA, 47 PSI
SPARE / DE SECOURS	T155/80 R19 114M	410 KPA, 60 PSI

SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION

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Annapolis, MD

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National Highway Traffic Safety Adm.
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

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