

[REDACTED]
[REDACTED]
San Diego, CA [REDACTED]

November 5, 2025

Jason Hoff
Mercedes-Benz
1 Mercedes Benz Dr
Atlanta, GA

Dear Mr Hoff,

RE: NHTSA Safety Recall: 22V482
VIN: [REDACTED]

I wanted to express my displeasure with the manner in which the above reference recall was conducted. The timeline left many owners with expensive replacement bills for new tires to replace inadequate tires that were installed as OEM on our vans. The message boards tell a story of frustration for a large group of consumers.

As you know the recall was originally made in July of 2022. The notice to dealers went out in September of 2022. Mercedes Benz appeared to really drag their feet on a solution to the issue with the first small number of remedies (219 out of 24,359) in the second quarter of 2024. Remedies did not begin in earnest until the beginning of 2025 almost two and half years after the recall was originally published.

As the original tires were inadequate, I was notified in June of 2023 by your Mercedes-Benz of Pleasanton service center that my tires needed to be replaced at a cost of \$1,348. Strange that a dealer would be trying to sell me replacement tires on an item under a recall. I decided in October of 2023 at an odometer reading of only 26,708 to go ahead and replace my tires having given up on your slow roll of the recall remedy. I spent \$940 on new tires to replace the inadequate tires. Finally in January of 2025 you notified me that you were prepared to replace my tires if necessary. In April of 2025 at an odometer reading of 34,984 your Mercedes-Benz of Palm Springs service center replaced my "newish" tires with the right size tires.

Based on message board activity I think there are many disappointed owners who had a similar experience as evidenced by their comments. I just can't believe a safety recall was left open with no remedy for so long at a great expense and waste. I would ask that you reimburse me for the wasted expenditure of \$940 I made in October of 2023 while awaiting your delayed recall solution to make this situation right.

Sincerely, [REDACTED]

CC: Adam Chamberlain CEO MBUSA, Jonathan Morrison NHTSA Administrator
Attachment tire sale recommendation June 2023

Handwritten mark



Mercedes-Benz

MERCEDES-BENZ OF PLEASANTON

5885 OWENS DRIVE, PLEASANTON, CA 94588
(925) 463-2525

Quote Summary

2018 Mercedes-Benz Metris VIN# [REDACTED]

Item	Qty	Price
Hankook VENTUS S1 NOBLE2 H452 XL BW 225/55R17 101H SKU 1015480 Part: BQ8402112	4	\$973.00 Installed
4-Wheel Alignment 4-Wheel Alignment * Additional parts may be required. Discuss complete details with your Service Advisor. Does not include tax.	1	\$299.00
Products Including Installation		\$973.00
Services		\$299.00
Estimated Tax*		\$76.00
Total Quoted		\$1,348.00

* Prices are valid through 10/31/2018. EMT is available until 12/31/2018 or at the expiration of the approved promotion, whichever expires first. May not include taxes, additional shop supply fees, or other dealer charges. Factors can change between the time your quote is generated and the time of final sale. Tax amount appearing on your quote as Estimated Tax may differ from the tax ultimately charged.

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Mercedes-Benz

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5885 OWENS DRIVE PLEASANTON CA 94588
(925) 463-2525

Tire Inspection Report

2018 Metris
Odometer: mi
VIN: [REDACTED]

Tire Tread Wear

Condition: **Inside Wear**

Recommendation: ☹️ **Replace soon**

Condition: **Inside Wear, Outside Wear**

Recommendation: ☹️ **REPLACE TIRE**

Condition: **Inside Wear, Outside Wear**

Recommendation: ☹️ **REPLACE TIRE**

Condition: **Inside Wear**

Recommendation: ☹️ **Replace soon**

IN-STOCK



Mercedes-Benz

MERCEDES-BENZ OF PLEASANTON

5885 OWENS DRIVE · PLEASANTON CA 94588
(925) 463-2525

Quote Summary

Prepared on 06/08/2023

2018 Mercedes-Benz Metris VIN# [REDACTED]

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FREEDOM

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Jonathan Morrison Administrator

NHTSA

1200 New Jersey Ave, SE

Washington, DC

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