

RESPONSE FROM MERCEDES TO INITIAL LETTER



Mercedes-Benz

Mercedes-Benz USA, LLC

Customer Assistance Center

November 1, 2006

[REDACTED]
Margate, NJ [REDACTED]

Subject: Model 2001 S430
Serial No. WDBNG70J01A [REDACTED]

Dear [REDACTED]

*nothing to do with
warranty -
the part was recalled!*

Thank you for your recent letter to the General Manager of our Customer Assistance Center, Paul Juron. After review, he has asked that I respond on his behalf.

We understand your disappointment over the need to replace the instrument cluster in your 2001 S430. However, since your vehicle is not included in the Instrument Cluster Recall (Campaign No. 2006-080004), and considering the Limited New Vehicle Warranty on your vehicle has expired - prior to the situation at hand, we must respectfully decline your request for reimbursement.

[REDACTED] we cannot overstate your importance to us as Mercedes-Benz customers, or our regret for any inconvenience you might have experienced. However, we also trust you understand that no automobile manufacturer can guarantee that a vehicle will never require repair as years and miles accrue. That is, of course, why we and other manufacturers offer warranties that are generous, but necessarily limited.

We realize this is not the response you were seeking, but solicit your understanding of our company position.

The opportunity to correspond is appreciated.

Sincerely,


Joseph L.
Customer Relations Liaison

JL/jla



