















Mercedes-Benz

Mercedes-Benz USA, LLC

Customer Assistance Center

September 26, 2006

[REDACTED]  
Creve Coeur, MO [REDACTED]

Subject: Model: 2000 E320W4

Serial No: WDBJF82G [REDACTED]

Dear [REDACTED]:

Thank you for your recent inquiry regarding your 2000 E320.

Your concerns over the necessary repairs are understandable. However, according to our records your vehicle is covered by a Mercedes-Benz Extended Limited Warranty until September 27, 2008 or 100,000 total vehicle miles (whichever occurs first). We understand that even though the terms of that warranty did not cover the window regulator, oxygen sensor and blower motor, your dealer, Plaza Motor Company, provided post-New Vehicle Warranty financial assistance for these repairs. As such, Mercedes-Benz respectfully declines any further reimbursement and assures you that we will continue to support the terms of your vehicle's Extended Limited Warranty.

[REDACTED], we realize this is not the response you desire, but we believe the facts and circumstances make it a reasonable one and trust you understand our position.

Sincerely,

Robyn L. 6209  
Customer Relations Liaison

RL/jla











