

Facsimile (919) 933-4047

Email:

10176453

November 27, 2006

Raleigh, NC

Re: 2001 Mercedes S430 Instrument Cluster
Vehicle ID No.: WDBNG70J41

Dear

On November 21, 2005 I had the instrument cluster in the captioned vehicle replaced at your Mercedes maintenance facility in Cary, NC. The cost to me was \$1897.83, including labor and tax.

In September, 2006 I received Safety Recall #2006-080004 from Mercedes Benz relating to the captioned instrument cluster. I filed the appropriate claim for reimbursement with your Cary dealership and received only \$1552.45. [REDACTED] your service manager, informed me that I would only receive in reimbursement the amount that Mercedes would reimburse under their warranty program. He referred me to Mercedes Benz customer service who in turn informed me that Mercedes was only responsible for the warranty authorized amount. Both [REDACTED] and the Mercedes Benz customer service representative informed me that if I had the repair done after I received the recall notice it would have cost me nothing. The difference is \$345.45.

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[REDACTED]
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I have purchased Mercedes vehicles for the last twenty years and have never been treated like this by any Mercedes dealer that I have dealt with. If [REDACTED] charged me more for the parts and labor than Mercedes authorized, [REDACTED] kept the excess and should be responsible for reimbursing me. I believe that I am entitled to the additional \$345.45. If [REDACTED] does not reimburse me for the additional amount, I will not buy another vehicle from your organization or Mercedes, and I will make sure that anyone who inquires will be informed of how Leith treats its customers.

Thank you for your prompt response to this letter.

Very truly yours,
[REDACTED]

cc: Klaus Ulkann
Vice President
Customer Customer Service
Mercedes-Benz USA, LLC
One Mercedes Drive
P. O. Box 350
Montvale, NJ 07645-0350

Martin Hayes
Service Manager
Mercedes-Benz of Cary
2400 Auto Park Blvd.
Cary, NC 27511

✓ Administrator
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590