



Mercedes-Benz

Mercedes-Benz USA, LLC
Customer Assistance Center

June 11, 2015

DATE REC'D 6-16-15
FILE NO. [REDACTED] 5 ATT [REDACTED]
REVIEWED BY: [REDACTED]
FILED BY: _____

[REDACTED]
[REDACTED]
[REDACTED]

Subject: Client: [REDACTED]
Model: 2010 ML350BTC
VIN: 4JGB [REDACTED]

Dear Mr. [REDACTED]

Please be assured that Mercedes-Benz USA, LLC (MBUSA) has reviewed your May 15, 2015 letter concerning your client's 2010 ML350BTC bearing Vehicle Identification Number 4JG [REDACTED]

After a thorough review of the request it was confirmed that this vehicle doesn't qualify for refund or replacement. Our records indicate that the amount of manufacturer's warranty repairs performed to this vehicle do not rise to the level to qualify it for repurchase under the "Lemon Law". A vehicle's owner or lessor must have experienced a substantial amount of repairs to warrantable defects in order to require a manufacturer to offer restitution. As your client's vehicle's repair history does not meet this requirement, MBUSA must again decline your request to repurchase your client's 2010 ML350BTC.

Sincerely,

NB.

[REDACTED]
Customer Retention Manager

NB/dl

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