



Mercedes-Benz

Mercedes-Benz USA, LLC
A Daimler Company

September 21, 2015

VIA FEDERAL EXPRESS

K [REDACTED]
[REDACTED]
[REDACTED] MT [REDACTED]

Re: Your Recent Communications With MBUSA

Dear Mr. D [REDACTED]

It has come to our attention that you have repeatedly contacted a number of different employees of Mercedes-Benz USA, LLC ("MBUSA"), including Aftersales Operations Manager B [REDACTED] Martinette, representatives from MBUSA's Customer Assistance Center ("CAC") and even MBUSA's President & CEO S [REDACTED] Cannon, over the course of the last several months regarding your dissatisfaction with MBUSA's decision not to provide you with any goodwill assistance to repair or replace the engine of your 2011 Mercedes-Benz ML350.

During each of your numerous conversations/communications with the CAC and Mr. Martinette, you were informed that MBUSA would not provide you with any financial assistance toward the engine repairs because you failed to properly maintain the vehicle's engine at the appropriate service intervals as is required by the terms of the vehicle's limited warranty. You were not satisfied MBUSA's unequivocal position statements and you have engaged in a campaign of incessantly reaching out to Mr. Martinette and MBUSA through e-mails, cell phone calls and text messages to demand that the engine of your vehicle be repaired or replaced. In these communications, you have often been less than respectful and demanding.

Please be advised that MBUSA's position regarding the repairs to your vehicle's engine remains unchanged. Further phone calls, text messages, letters and e-mails to and/or contact with Messrs. Cannon and Martinette or the CAC will not change this fact.

MBUSA and its dedicated employees have been very patient with you and have made every possible effort to address your claims with courtesy and professionalism. We have now reached an impasse and our patience has worn thin.

Accordingly, we hereby demand that you cease and desist from further communicating with **any** MBUSA employee, including Messrs. Cannon and Martinette and **any** representatives

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from the CAC regarding your request for relief regarding your vehicle's engine. If you continue to communicate with MBUSA despite this warning, we will have no choice but to refer this matter to local law enforcement. We hope that this will not be necessary.

Finally, please be advised that MBUSA will continue to honor the terms of the New Vehicle Limited Warranty that came with your vehicle and you may bring your vehicle to any authorized Mercedes-Benz dealer for warranty related repairs to the extent that this warranty is still in effect.

Please be guided accordingly.

Very truly yours,

[REDACTED] [REDACTED]
B [REDACTED]
B [REDACTED] Benson
Counsel

BB/

cc: B [REDACTED] Martinette