

From: [Nor McLaughlin](#)
Sent: Saturday, June 26, 2021 8:09 AM
To: cs.usa@cac.mercedes-benz.com
Subject: RE: Message from Mercedes-Benz USA, LLC

Steven _____, Executive (?) Referral Manager,

I have never met an executive that does not give his name in their correspondence. You are useless to Mercedes Benz customers, with a phony, misleading title, (my opinion). Of course your executives are part of this charade or you wouldn't have the bogus title.

You have made a big mistake. I appreciate that this is my last correspondence from you. As I said, you are useless.

Stay tuned.

Sent from Nor McLaughlin

From: cs.usa@cac.mercedes-benz.com
Sent: Friday, June 25, 2021 1:07 PM
To: NORVETTE@AOL.COM
Subject: Message from Mercedes-Benz USA, LLC

Mr. Norbert McLaughlin

4552 N Camino de La Codorniz

Tucson, AZ 85745

Subject: Model: 2006 ML 500
VIN: 4JGBB75E36A067691

Dear Mr. McLaughlin:

It has come to my attention that you have repeatedly contacted representatives from Mercedes-Benz USA, LLC's ("MBUSA") Management team over the course of the last weeks regarding your dissatisfaction with MBUSA's refund denial. Please allow this to serve as confirmation that MBUSA has received and carefully reviewed your correspondence to representatives of our offices.

Please be advised that MBUSA's position remains unchanged. Further phone calls, letters, e-mails, or contact with MBUSA's CAC and Executive Management will not change this fact. We sincerely regret that you remain dissatisfied. This letter serves as our final communication to you.

Sincerely,

Steven
Executive Referral Manager
Mercedes-Benz USA, LLC
(800) 367-6372 (ext. 6213)

When responding, please "reply with history" as this email includes a special thread ID that ensures faster notification and processing of your response. Please be sure to not delete the THREAD ID associated with this e-mail when responding.