



Mercedes-Benz

January 16, 2007

Mercedes-Benz USA, LLC

Customer Assistance Center

Carlos E. Bravo, CEO
Karlhaus Development
Spruce Creek Airport
Port Orange, FL 32128

Subject: Model 1995 C280
Serial No. WDBHA28E0SF277287

Dear Mr. Bravo:

Thank you for your letter to Mercedes-Benz USA and Mercedes-Benz Group in Germany. After reviewing your comments, I was asked to respond due to my prior involvement.

While we realize repairs are seldom pleasant and regret that your 1995 C280 has not met your expectations, we seek your understanding that lacking direct involvement with the operation and maintenance of your C280 over the past 12 years prevents us from commenting specifically on the concerns you described.

Nevertheless, immediately following receipt of your letter, we contacted Bruce Jones, Service Manager at Mercedes-Benz of Daytona Beach, and our Regional Office. After reviewing the service history of your vehicle with Mercedes-Benz of Daytona Beach, we have determined that we are not in a position to grant your request for post-warranty participation towards your repair, as your vehicle is not included in any open recall campaigns and is out of warranty by time and mileage. We understand that Mercedes-Benz of Daytona Beach has provided you with gestures of good will in the past and regret that we are unable to participate with further requests.

Mr. Bravo, please be assured that your comments have been shared with the appropriate areas within our company. We cannot overstate your importance to us as a Mercedes-Benz customer, or our apologies for any inconvenience you might have experienced. Should you have any further questions or outstanding technical concerns of which we are unaware, we welcome you to contact Bruce Jones at Mercedes-Benz of Daytona Beach, who can review them.

We realize this is not the response you anticipated and trust that you understand our company position.

Sincerely,

Carol P.
Customer Relations Liaison

CP/jla





6415 Idlewild Road
Suite 109
Charlotte, NC 28212
Phone: (704) 566-2400
Fax: (704) 536-4665

January 16, 2007

Carlos Bravo
1713 Sky Hawk Court
Daytona Beach, FL 32128

Dear Mr. Bravo,

Thank you for your comments regarding service issues on your Mercedes-Benz C280 and your experience at our dealership Mercedes Benz of Daytona Beach. Sonic Automotive welcomes feedback as this information helps identify ways that we can improve our overall operation to better serve the needs of our customers.

Please be advised that upon receipt of your correspondence I notified the dealership's General Manager Mr. Tom Pelchen and asked that he contact you regarding this matter. Given Mr. Pelchen's knowledge and experience of the Mercedes-Benz brand we believe he can best address the issues and concerns you are having as they relate to your vehicle.

On behalf of Sonic Automotive we appreciate your efforts in notifying us of this situation and apologize for any inconvenience that you may have incurred. We are committed to our customers and want to ensure that we provide the highest quality service through our network of dealerships. As a customer, we value your business and hope you will consider us in the future for your car buying and service needs.

Regards,

A handwritten signature in cursive script that reads "Vicky Comer".

Vicky Comer
Customer Relations Manager
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