**Customer: your name**

**YOUR Current Address:**

**CITY, ZZ XXXXX**

**EMAIL ADDRESS**

**and ALL Contact information**

**Previous Address:**

**Address when service was done if different from above**

**STATE, XX XXXX**

**DATE**

Manufacturer sample Customer Assistance Center

**Re: Customer #XXXX-XX and phone: XXX-XXX-XXXX**

To Manufacturer Customer Assistance Center and (Name of) , Manager of Manufacturer -of Service Department:

On Date at , XXXX miles:

I bought the YOUR CAR , VIN XXXXXXXXXXXX, from Manuf. of LOCATION with a warranty valid until the car reached XXX,XXX miles.

On DATE, XXXXX miles:

I brought in the car to SHOP NAME of LOCATION for minor services such as \_\_\_\_\_\_\_\_.

I was told \_\_\_\_\_\_\_\_\_\_\_\_

On DATE, XXXXX miles:

I brought in the car to SHOP NAME of LOCATION for minor services such as \_\_\_\_\_\_\_\_.

I was told \_\_\_\_\_\_\_\_\_\_\_\_

On DATE, XXXXX miles:

I brought in the car to SHOP NAME of LOCATION for minor services such as \_\_\_\_\_\_\_\_.

I was told \_\_\_\_\_\_\_\_\_\_\_\_

 On December 27, 20XX, XX,XXX miles:

I brought in my car for \_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_ I was told that the technicians were \_\_\_\_\_\_\_\_\_\_ and the \_\_\_\_\_\_\_ written down on invoice # \_\_\_\_\_\_\_\_\_\_ complaint and that everything\_\_\_\_\_\_\_ .

DATE at XXXXXX miles:

I brought my \_\_\_\_\_\_\_ in for service at SHOP of LOCATION ,

The service advisor \_\_\_\_\_\_\_ in need \_\_\_\_\_ because of \_\_\_\_\_\_\_\_\_. I did/ did not agree.

 I got a follow up call explaining to me that they found water and oil in the cylinders and all of the plugs were fouled out.

 I was quoted a modified estimate of $9,000 in repair. I declined the further service since I’m not financially able to pay this kind of money – I’m still making monthly payments on this car. The total cost at this point was $824.00 to repair the engine trouble, which was not repaired.

I brought my car into a third party repair shop for an estimate of repairs. They explained to me there is a direct cause and effect relationship to the coolant light (car overheating –the cause and cylinder head gasket - effect)

I am not an auto mechanic. Therefore, bringing my car in for service as shown on my vehicle records from your service centers on time, if not earlier, was my piece of mind ensuring I would not have any trouble.

It’s very clear to me that, the service department NAME \_\_\_\_\_\_- LOCATION has not done well by me. The repairs on my car were performed inadequately and have now mounted into a bigger problem to the point that I am not able to drive in the current condition that it is. I am disappointed because the services were not adequately and thoroughly performed and this situation would have not happened if my original (3) complaints of the coolant light being on were addressed properly and thoroughly in the first place.

To resolve the problem, I would appreciate your service department repairing my car free of charge and refunding me for the charges related to services done at my last visit that were unnecessary. Enclosed are copies of my service records and a statement from the Great Bear Auto Shop attesting to the negligence of Mercedes-Benz of Huntington service department.

I look forward to your reply and a resolution to my problem. I will await 10 working business days for your reply, before seeking help from a consumer protection agency and the Better Business Bureau. Please contact me at the above email address or by phone at XXX-XXX-XXXX.

Sincerely,

YOUR NAME

Enclosure(s)