



PLEASE QUOTE OUR REFERENCE

MG/02.13861

18th June 2004

Mr M. Fell-Crook

[Redacted address information]

CUSTOMER CARE CENTRE

Dear Mr Fell-Crook

MODEL: 307xsi

REG NO: [Redacted]

We write further to my letter dated 11th June 2004.

May we first of all thank you for allowing our Regional representative to inspect your vehicle on Thursday 17th June 2004. Our representative has inspected the vehicle and has supplied us with a technical report regarding his recommendations for concluding the case.

We, as a manufacturer, are concerned that you feel that we are not treating these issues with the priority that they require. We do hope that the step of sending our Regional technical representative displays our commitment to getting this issue addressed. He has supplied a number of technical solutions to the dealer. He firmly believes that if these steps are taken then it will resolve the issues that are experiencing. If after these recommended repairs the problems are still persisting we would willingly review our position on this matter.

We will continue to monitor the situation and will contact the Dealer shortly to see if the repairs carried out appear to have been successful.

Once again thank you for allowing us to inspect your vehicle.

Yours sincerely

Mark Gardner

Senior Customer Care Manager (H04A)



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