

# Mercedes-Benz South Africa

- A Daimler Company

<b>FACSIMILE</b>		<b>Mercedes-Benz South Africa (Pty) Ltd.</b>  General representatives of Mercedes-Benz, smart, Mitsubishi Motors, Freightliner, Mitsubishi FUSO and Western Star vehicles in South Africa. (Reg. No. 1962/000271/07)  Wierda Road (R576/M10 West) Zwartkop / P O Box 1717 Pretoria 0001 South Africa Tel: +27 (0) 12 677 1500 Fax: +27 (0) 12 677 1900
<b>To:</b>	<b>From:</b>	
Name Mr Morne Nel	Name Steven Crittall	
Company Private	Department Mercedes-Benz Cars	
E-mail texsecurity@gmail.com	Fax 012 677 1802	
No. of pages 2	Telephone 012 677 5505	
Date 15 February 2010	File ref 1569118	

Dear Mr Nel

**Re: Mitsubishi Pajero 3.2 DID, Chassis No JMYLYV78W6J000646**

We would like to thank you for the forensic report that you have supplied us and we would like to respond as follows:

Our Technical Department have gone through the report and cannot dispute any findings, we have also checked our data base and can give you the assurance that this is not a known concern on our Mitsubishi Pajero's.

The fuel pump should have been sent away for further analysis upon your request, but the costs thereof never the less would have been for your account or for the account with which you have an extended warranty.

You quite rightly set high standards when it comes to the quality, reliability and longevity of your Mitsubishi. From all the many customers all over the world we know of countless Mitsubishi vehicles that have achieved extremely high mileages. All such examples are evidence enough of the proverbial Mitsubishi product quality.

However, it would be arrogant of us to claim that our high-quality products generally achieve the maximum mileage values possible. There is no completely safe guarantee of continuous and smooth operation.

Therefore it is necessary to point out that during the life span of any vehicle certain maintenance and repair work can become necessary from time to time. The life expectancy of a vehicle or its individual parts or components cannot be predicted as there are too many different factors exerting their influence during the operation of the vehicle.



The natural risk of repair that goes with operating a motor vehicle cannot be transferred solely to the area of responsibility of the manufacturer and for the entire service life of an automobile and its parts.

We trust in having your understanding with regards to the above and wish to assure you of our best attention at all times.



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Steven Crittall  
Customer Relationship Manager  
Mitsubishi

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Michael Pepper  
Customer Relationship Manager