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24 November 2003

Warranty Holdings Limited,  
Unit 7,  
Acorn Business Park,  
Commercial Gate,  
Mansfield,  
Nottingham.  
NG18 1EX

Dear Sirs,

**Vehicle:** Mitsubishi Lancer Evolution 6 TME (T10MML)  
**Policy number:** WHGG006677  
**Assessment ref:** MN0789 ZN5509

With reference to my recent claim for a replacement transfer box on the above vehicle, I have been checking your reasons for rejecting the claim directly with the manufacturer and these are my findings based on statements supplied by Mitsubishi UK Customer Relations;

- Mitsubishi do not use any kind of thread locking agent during the assembly of their vehicles.
- The transfer box was manufactured, assembled and installed by Mitsubishi according to strict guidelines and I have no evidence to support the transfer box to be anything other than the original equipment installed at the time of manufacture.
- There has been no recall or modification on this model by the manufacturer relating to this problem.

In light of this information from the vehicle manufacturer, your engineer's assessment report submitted by Stemma Assessors Limited is inaccurate and therefore invalid and I would respectfully request that my claim be re-assessed in view of the manufacturer's statements above.

The claim was for a total of £1216.06 for the repair (broken down as listed below). If I do not get full satisfaction I will no other option but to refer this matter to the Financial Ombudsman Service for their investigation.

*Cost of repairs*

- § £730.00 for the transfer box, inc carriage
- § £486.06 for parts & labour charged by the Mitsubishi dealer

Yours sincerely,

D.R. Wilson (Mr)