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Pentagon Motor Holdings Limited  
Pentagon Island  
Nottingham Road  
DERBY  
DE21 6HB

Our Ref: JAH/RJK/M29.1

Your Ref:

Email:

Date: 14 December 2011

Dear Sirs

**MR D [REDACTED] – SUBARU LEGACY 2.0D (REG NO. BF59 ODL)**

We act on behalf Mr [REDACTED] in relation to his purchase of the abovementioned vehicle from you on 13 May 2011, for the sum of £22,990.

During negotiations for the purchase of the vehicle, our client was told by your employee, Martin Hudson, that it had been owned and used by a Subaru area manager. Our client relied on this statement when he purchased the vehicle.

The vehicle's V5 certificate, however, states that the previous registered keeper was, in fact, Subaru UK Ltd Press Department, and our client understands that it had been loaned to journalists for them to test-drive. Had our client been aware of this, he would not have purchased the vehicle.

Furthermore, since buying the vehicle, our client has also had a number of problems with it. There were stone chips on the paint work and windscreen, parts of the vehicle have begun to rust, the alloy wheels are corroding and the Diesel Particulate Filter failed. We understand that you have attempted to remedy these problems, but our client is not satisfied with these attempts.

Our client believes that the past use of the vehicle has caused the abovementioned problems and that more problems will arise in the future because of its past use.

In light of all the above, we understand that you offered to replace our client's vehicle with another Subaru Legacy (reg no. BG10 LFG). Upon inspection, however, our client rejected the replacement vehicle as he considered it to be in an unacceptable condition.

Our client has made strenuous efforts to engage with you in order to find a solution to this problem. Since July he has attempted to telephone Pentagon Motor Holdings Limited on more than thirty occasions, as well as emailing and writing to you a number of times, and attending your garages to either return or collect the vehicle.

The problem has caused our client to be without the vehicle for significant periods of time while you were attempting to repair it. In addition, our client has been prescribed medication as a result of the stress and anxiety that the problem has caused.

*Continued...*