



Mr P Shullot
483 Green Lanes
London
N13 4BS

10 July 2007

Case Ref: 1-120895467
Subject: Renault Espace

Dear Mr Shullot

Thank you for writing to our Managing Director. Mr Bouchara has read about your experiences and has passed your letter on to me for investigation and action.

I am very glad that you are enjoying your Espace, we always appreciate positive customer comments. Createur D'Automobiles means Creator of Cars.

Renault as a company is committed to being as environmentally friendly as possible whilst still producing stylish, economical cars that our customers will continue to purchase and enjoy.

Please be assured that we are committed to the highest levels of customer service. If we can assist further with this matter or anything else in the future, please call customer services on our freephone number 0800 072 33 72.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Szczepanski', is written over a light blue horizontal line.

James Szczepanski
Customer Relations Manager

RENAULT

RENAULT UK LIMITED - CUSTOMER MANAGEMENT DEPARTMENT

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