



Bruce Harrington <bth1969@gmail.com>

Mercedes C320 BCM Order 2139808

3 messages

Adam E <Adam.E@moduleexperts.com>
To: "bth1969@gmail.com" <bth1969@gmail.com>

Sat, Aug 14, 2021 at 12:50 PM

Bruce,

Our technicians have informed me that diagnostics are completed on the C320 body module, and this unit is beyond repair due to the issue being traced to the main processor (computer chip). The chip is not able to be replaced on this module, as it is made into the circuit board assembly, so you would need to replace the unit to correct the issue. There is nothing that can be done to save this unit. It must be replaced.

We can provide a remanufactured replacement, with a lifetime warranty, at \$499.00 (minus the repair cost), so we would need an additional \$260. This would take a couple of business days, and it will need to be programmed to your vehicle/security by a tech or mobile locksmith after installation..

We can use the same card you used for the repair if you prefer. Would you like us to get that going for you?

PLEASE RESPOND TO THIS EMAIL

Adam
INTERNET SALES ASSOCIATE
MODULE EXPERTS
Monday - Friday 10am - 6pm EST

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Bruce Harrington <bth1969@gmail.com>
To: Adam E <Adam.E@moduleexperts.com>

Mon, Aug 16, 2021 at 1:43 PM

Adam, not good news but typical luck for me. Go ahead and charge that card and do what you do. Thanks, Bruce
[Quoted text hidden]

Adam E <Adam.E@moduleexperts.com>
To: Bruce Harrington <bth1969@gmail.com>

Mon, Aug 16, 2021 at 1:52 PM

We will get that going for you. Please allow 3-5 business days, and we will email tracking once it ships. **If you have any further questions, or need any future status, please contact customer service with the information in RED below.**

Adam

904-990-5139

INTERNET SALES ASSOCIATE

MODULE EXPERTS

Monday - Friday 10am - 6pm EST

***FOR ANY QUESTIONS REGARDING AN EXISTING ORDER,
CONTACT CUSTOMER SERVICE AT 904-866-4778***

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From: Bruce Harrington <bth1969@gmail.com>

Sent: Monday, August 16, 2021 1:43 PM

To: Adam E <Adam.E@moduleexperts.com>

Subject: Re: Mercedes C320 BCM Order 2139808

[Quoted text hidden]

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