

[On Dealer Letterhead]

(Date)

Dear (Consumer):

I have received your letter of (date). On behalf of the dealership, please allow me to state we are disappointed we have not been able to immediately make you one of our many satisfied customers.

In accordance with Indiana Code 24-5-0.5-2(6), we would like to make the following cure offer to resolve this matter. We offer the following to you to completely settle this matter:

1. _____ as payment for actual damages or costs of repair:
2. _____ as payment for annoyance and inconvenience: and
3. _____ for attorney fees and costs.

I do wish to advise you that you have 10 days from receipt of this cure offer to accept, or it is deemed refused and withdrawn automatically. Furthermore, this cure offer may be admissible in court should you reject it and decide to proceed to a lawsuit.

Please understand we make this cure offer without any admission of liability. Our goal is simply to make you, our customer, satisfied and to avoid expensive litigation. We do reserve the right to assert all legal rights and defenses should you decline to accept this cure offer.

We thank you for the opportunity to resolve this matter and look forward to working with you towards that goal.

Sincerely,

(Your Name)