



TOTAL South Africa (Pty) Ltd  
88 Grayston Drive  
Sandton  
2146

**09 JANUARY 2014**

Dear Ms Lynda Logie

We acknowledge receipt of your letter dated 31 December 2013. It is our intent as Total South Africa to ensure that relationships with all our stakeholders are amicable and built on mutual advantage. The incident on your vehicle is viewed in a very serious light and it is a concern to us.

However, Total South Africa is not in a position to replace your vehicle or take remedial action pertaining customer – dealer incidents. Our dealers are the full custodians of customers at the Total South Africa service stations and are responsible for any remedial action for incidents occurring at service stations.

In light of the nature of the incident, Mr. Clift of TOTAL Knysna has effectively handled this matter with you and Tata George. Any further concerns arising from unresolved issues with the Dealer need to be addressed with Mr. Clift of TOTAL Knysna. Total South Africa is fully satisfied with the report from the Dealer and also from Tata George, and as such we cannot intervene further on the matter.

Once again, Total South Africa is not liable for the damages to your vehicle, the TOTAL Dealer is fully responsible for the corrective steps. We are closing the matter as Total South Africa and further communication will be between yourself and Mr. Clift of TOTAL Knysna. We trust that you will reach an amicable solution and we thank you for your patience during this time.

P. O. Box 579, Saxonwold, 2132 South Africa  
Tel: +27 (0) 11 778-2000 Fax: +27 (0) 11 778-2001

**TOTAL HEAD OFFICE**  
88 Grayston Drive, Sandton, 2146, South Africa  
Reg. No: 1954/003325/07



Please be advised that should you proceed to bring the brand of Total South Africa into disrepute in any manner or form on any forum of any kind, Total South Africa will enforce its rights herein and institute appropriate legal action without further notice.

Thank you

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