

HOUSEHOLD EMBASSY INTERNATIONAL SERVICES

January 27, 2020

Dear Mr. Brian Blair,

Last September I brought my Ford van to your service department to diagnose a foreign noise from the engine compartment. Upon determination of the source of the problem, I requested and received a quote to correct the problem for over \$5000.

Within a week or so, I took my van to another Ford technician. As I watched him under the vehicle, he removed the belt from the air compressor, eliminating the noise. He welcomed me to observe what he had done by placing the belt back on, causing the noise to return. This Ford master technician demonstrated that the pulley bearings on the AC compressor are the source of the noise, not the transmission front pump.

I returned to your service department and explained to your service manager, Mr. Donnie Rosbury. Upon my explaining what I stated above, he objected to my request for a refund for a misdiagnosis. I attempted to reason with him, but when it came down to receiving service when it really counts, it was not afforded me.

Mr. Rosbury told me to get the problem fixed at the other shop and to return to Walt's Ford to demonstrate that the noise was, indeed, gone. And upon that being satisfied, he would give me a free oil change. On one hand I appreciate his attempt to satisfy my dissatisfaction and request for a refund. By complying with his plan, I would end up making three visits to your establishment to correct my van issue, and it would still not be resolved by your service department.

From my perspective, that has me working for you when I as a customer am unable to exercise a reasonable warranty to your diagnostic. I learned running my own company in Portland, Oregon for 26 years that the trait of good a company is not when everything is going well, but when problems show up. How a company handles problems brought to its attention by a customer is the real indicator of what quality of character the people in question truly possess. In a time of pressure, what is hidden will be revealed. It is an irrefutable law.

Hence the reason for this letter to you. I understand that as general manager you are next in the chain-of-command to present my appeal to, Mr. Blair. Please look into this matter for me, and upon being satisfied of the truthfulness of my case, at a minimum please provide a refund for the misdiagnosis. I ask this at a minimum and leave it to your conscience (the witness of God in every person) to do justly by me. The free oil change is not compelling as I use Amsoil synthetic lubrication products for greater protection.

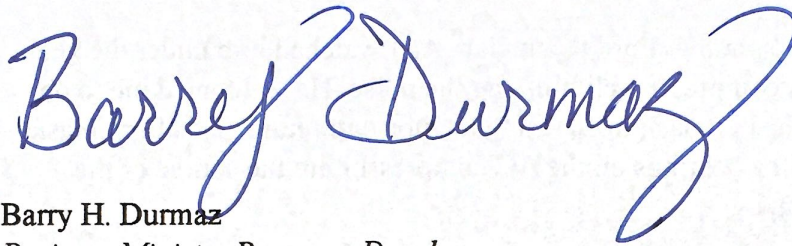
For what it is worth, I've included the guiding principles of your Rotary Club. My suggestion is to include Mr. Donnie Rosbury in your relationship-building ethics. Having run my own company, employed men, warranty my workmanship, and served the customers with a spirit of excel-

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lence, why should I fail to acknowledge the Master of serving people, when Jesus Christ instructed His followers, *"Whoever desires to be greatest among you, let him be servant of all."*

Thank you for your prompt attention to this faith matter—business for the Kingdom man is ministry.

Respectfully,



Barry H. Durmaz

Business Ministry Resource Developer