



***John Simonson &
Linda Simonson***

Freddies Transmissions
11607 Harry Hines Blvd
Dallas, Texas 75229
972-488-3733

RE: Transmission repair on 2002 Dodge Truck

Freddie,

Several of my friends called me foolish when I told them that I was driving from Houston to Dallas to have your transmission shop work on my truck.

Nevertheless, after your help on the phone suggesting a couple of things that I could try in my own garage to fix the problem, I knew your shop had to be a step above the average repair shop. My instinct about your business was confirmed when I got to Dallas and you stepped away from a shop full of work to personally test drive my truck to determine what the problem might be.

You could have given me just about any number of technical reasons to do hundreds of dollars of repairs to my transmission without any confrontation from me. After all you are the expert and I am just a novice shade tree mechanic.

I was pleasantly shocked when your shop called twenty minutes after filling out a work order to let me know my truck was fixed and there wasn't any charge.

I don't know how many transmission problems will not be as minor as the one you fixed for me. But I do know a trustworthy, responsive shop when I find one.

I would be willing to bet that the friends that thought me foolish for driving three hours to your shop will gladly be making the same trip themselves when they need your expert assistance.

Beyond Satisfied Customer,

John Simonson