

Subject: Fwd: frustration relieved.. feel free to use and edit this testimonial
From: ferrisfotog1@aol.com (ferrisfotog1@aol.com)
To: stforeignauto@yahoo.com;
Date: Monday, January 30, 2017 12:40 PM

Sent from my iPhone

Begin forwarded message:

From: JOHNNY FERRIS <ferrisfotog1@aol.com>
Date: January 23, 2017 at 8:35:32 PM EST
To: info@stforeignauto.com
Subject: Fwd: frustration relieved.. feel free to use and edit this testimonial

after 10 days at the largest dealer in the state.. my sprinter was still glowing it's check engine light..

i was told that the parts i ordered online were defective.. (they were much less than half of price of the \$1,800.00 parts they wanted to sell me)
i paid a hefty service charge and took my sprinter home.

i called the mercedes dealer.. and was told that their earliest appointment would be in two weeks.. and i should be prepared to wait a few days for the job to be finished..

i was in a jam.. the trip i had planned was going to have be delayed even longer..

i went online and researched foreign auto service in the syracuse area.. and called

st foreign auto.. i was told that they could scan my vehicle with the latest software and could tell me exactly what my problems were..

i drove over to see them.. and talked to sam.. he quoted me a very reasonable scan charge that would be waved should i decide to let his shop do the fix.. i agreed and sam gave me a ride home.. an hour or so later sam called me and told me he thought he knew what was wrong and gave me a quote.. i agreed

an hour or so later my phone rang and i was told my problems were history..
i highly recommend sam and his team.. for servicing diesel engines.. for sure
my experience was wonderful... i have a new mechanic...

johnny ferris...

syracuse new york.. nashville tennessee.. and portland maine

**a photo portrait is the most cherished gift
it brings tears of joy..... and lasts forever**

FERRIS PHOTOGRAPHICS

207 749 4217

ferrisphotographics.com

JAN 2016

Dear Sam,

We would like to thank
you for not only taking
care of our car but
also of us, when we
were in Syracuse.

Your Kindness was greatly
appreciated!

We made it home safely!

God bless
you.

Thanks,
Sandra
+
Arnold
3

217 Edgemont Dr.
Syracuse, N.Y. 13214
446-2714

Jan. 10, 2017

Dear Sam -

Belatedly, Happy New Year! Hope all is well.
I am truly "old school;" was taught all the rules of human
decency and courtesy. So - I want to say, it is hard to
find a honest man in today's world: you are one!
you had my car in for repairs for 4 days, then
returned to complete the work on Saturday - yet holding
the cost at the original price quoted. That's extraordinary
in today's world and I thank you.

He's a small "thank you" from an appreciative customer.
I am also grateful for the conversation we had in-travel to
pick-up my car; hope we might talk again when you have time.

Sincerely, Harlan

Dear Sam,

I intended to send this letter sooner. It turns out both the holiday season, plus a newborn can really put a dent in a guy's free time. It's important that I make the time to express gratitude for the way you handled our recent encounter.

You will remember me as the unhappy customer who had tires mounted and then later two belts changed. In the morning, you personally offered me a ride back home, even though it was only short walk away. This stuck with me.

Then we reached our impasse regarding the belts. When I gave you my complaint, I was careful not to be disparaging, profane or ill-tempered, (I've never felt that was a fair way to handle a situation). You responded in exactly the same way, calm, dispassionate and professional. This also stuck with me. I was even a little surprised that you credited my account with an oil change.

However, I assumed that when I settled the bill with ST Foreign Auto, that would likely be the end of our professional relationship. Although you called me right away, I was unable to answer. When we finally did connect, I was awestruck at your offer to credit the refund to me. It impacted me in several ways, not the least of which being the choice to return to ST Foreign Auto for our future automotive needs.

Sam, you are either a genuine community business member, or an expert customer service provider. I tend to believe it's both. You made every correct step to convince of me your integrity, and to build trust. For that I thank you.

Kind regards,

A handwritten signature in cursive script, appearing to read "Rand Hurre". The signature is fluid and stylized, with a long horizontal stroke at the end.

Rand Hurre & Family (Daniela and little Alexandra)