

John Deer  
123 Main Street  
Town, TX, 77008

March 21, 2023

Mark Smith  
Manager, A&M Tires  
101 West Oakridge Road  
Orlando, FL 32809

Dear Mark Smith,

I am writing to complain about the service I received on March 6. While my tire problem did get fixed, the finished job left the tires to be imbalanced. This error would make my steering wheel violently shake when driving at high speeds. While this is a minor problem, it still is an error that must be prevented in the future since any car problems could be severe.

All I am asking for in this complaint is that you make sure that your team does not make these errors in the future. It can be very dangerous if your repair team adds new problems when fixing a car, especially in an area people from out of state frequently travel to. I have attached a copy of my receipt, but I do not need a refund for the service I received since your team managed to fulfill my request to patch the tires instead of replacing them. I just want any future services done by your team to be error-free to prevent accidents in the future.

I want a response to how you plan on addressing this issue in two weeks. Again, this is just to prevent future problems from other customers that choose A&M to fix their car. Attached you will find a copy of my receipt along with my contact number.

Sincerely,

John Deer  
803-333-3333

Attachments: Receipt Copy