

Hi,

Hello, how can I help you?

I have a problem with my car, few days ago it was repaired in your car service.

I understand, what exactly was repaired? Could you please provide registration number?

Air conditioning together with gear. The registration number is 1234.

Thank you, let me check this.

Are you still there? Why do I have to wait so long? As I mentioned, air conditioning is still not working and I think that you did not repair it. I am highly dissatisfied.

Apologize for a longer response time. I have everything clear right now. Wrong module was used in this case. Could you please visit our car service tomorrow morning?

Yes but this is problematic for me. I have to visit your car service twice. It should be done before.

I understand and apologize. Please come tomorrow and we will fix it

OK, thanks, see you tomorrow

Thank you, have a nice day