

February 20, 2009

Dear Mr. Glen R. Mewborn:

I would like to thank you for the services that I received at A+ Transmission Specialists.

I had noticed a leak under my car, was on my way to purchase new tires and decided to stop at Suzuki (in my area, where I purchased my car) to see if they could tell me what was wrong. Their answer was "your tires are so bad we are unable to determine where the leak is coming from." I went ahead and brought new tires but decided not to go back there.

I found your shop on the Internet, being sixty-seven years old (67) and a female, I was not sure this was the shop for me. I know nothing about things under the hood and I have heard how shops prey on older women. So you can say I was a little leery, having to put my trust in someone I knew nothing about. Meanwhile I kept searching the Internet, trying to find out about reliable shops in my area.

I made the best decision ever when I stepped into your shop. I was put at ease at once. Things were explained to me (even if I did not understand). Ken tried to make sure I knew what was going to be done to my car. While waiting in a clean comfortable lounge, refreshments were offered. The staff were pleasant and kind, even smiling. After finding out the problem with my car, I was assisted in renting a vehicle. Mind you this happened on a Saturday.

When I went to pick up my car, service that had been done was explained to me. No one was in a hurry, I was able to ask questions and felt comfortable and at ease. There was a follow up call from Ken the next week to see if everything was going okay.

I would like to say "I WAS TRULY SATISFIED IN EVERY WAY," and will gladly refer my friends and family to your shop. The customer services provided were EXCELLENT. THANK YOU FOR TREATING ME LIKE FAMILY.



Birdie McVea
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