

The Daily Courier

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Letter: Reader appreciates customer service

EDITOR:

Recently I took my vehicle in for new tires. While there, I inquired if they did alignments. They did not but recommended Adams Specialty Automotive Repair. I called and they got me right in.

They aligned as much as they could but explained that different styles of bolts were needed to completely get it in alignment. We scheduled an appointment to have the work completed. A technician noticed something else and brought it to my attention. It was an engine problem.

I drove to the dealer and was informed that it was possibly an issue covered under warranty but could not be sure until they opened up the engine. If it were not covered by warranty the cost to diagnose it would be about \$600 plus the cost of repairs. I decided to buy a new vehicle.

I called Adams Specialty Automotive Repair to cancel the appointment and requested they send me a bill for the cost of the work they had done. A few days later I received a call from Anthony Adams, the owner. He informed me he was not going to bill me for the work done because it had not been completed. I explained that I was willing to pay for the alignment that had been done. He reiterated that the work was not completed and I would not be billed.

Even though they had done the best work they could do under the circumstances and were unable to complete the job because of my decision, Anthony made the decision not to bill me.

If anyone knows how to run a good business and go beyond ethics it is Adams Specialty Automotive Repair. I highly recommend this local company.

Herb Zach

Prescott Valley

Reader Comments

Posted: Tuesday, October 19, 2010

Article comment by: **Jaded Mile**

Those are my husband's best friends that work there. They are really good, local, caring guys. All certified and honest. They are all family men that care more about this community than most people around here. They deserve all the recognition they can get. Wonderful people!

<http://www.prescottaz.com/main.asp?SectionID=36&SubSectionID=1119&ArticleID=86408&TM=80134.3>