



To Freeway Transmissions:

I wanted to write a quick thank you to Freeway Transmissions for your service. I experienced a very untimely problem with my truck and the transfer case. I took my truck to the dealer and was told that it would be 5 days and would cost me close to \$2,000.00 to repair. After speaking to Mark Nilson and explaining my current situation I was relieved to find out that the cost would be less than half of that cost from the dealer and the necessary parts were ordered and delivered within 24 hours. My truck was fixed, and delivered within 2 days of me pulling it out of the dealership for repairs. Freeway also gave me a loaner car to utilize during the time that my truck was fixed, which was basically 6 hours.

I do not make it a practice to send letters or offer my appreciation but felt in this case I would be remised if I did not personally thank Freeway Transmissions for their wonderful customer service, attention to my current situation, and resolving all my issues while saving me money and time. In a world of deteriorating customer service it was a breath of fresh air to deal with a company that has their clients' needs ahead of their own. You went above and beyond what was expected and I want to personally thank your company and your amazing staff for getting me back on the road with the least amount of trouble. The cost savings was secondary to my experience in working with your company. You have a loyal customer and I will trumpet the amazing service you provided to everyone I know who is in need of transmission work.

Thanks again to everyone at Freeway Transmission for a very enjoyable experience with a company that understands what it still means to have CUSTOMER SATISFACTION as a priority in business.

Keep Crackin,

Jason Fry
Founder/CEO
Zotes Products, LLC

