

## Auto One

44 W. Clarkston Rd  
Lake Orion, Michigan  
48361

### To Whom It May Concern:

Recently I made the unfortunate decision of having my brakes (both rotors and pads) replaced by [REDACTED]. After their **THIRD** unsuccessful attempt at replacing **both** (all the while enduring the local [REDACTED] manager treating me like pariah each time I returned with issues of constant squeaking and pulsating), I was forced to escalate the situation to [REDACTED] district manager.

After spending much time (and losing a considerable amount of money due to having to take off work more than 5 times to address this), the [REDACTED] district manager decided to "allow" me to find another shop to replace the brakes, and would (upon returning the "bad" parts to them) issue me a refund.

Frustrated (with now over 3 months invested into just simply getting brakes that worked), I realized (now I see to my good fortune) that I had a chip in my windshield. At this point, I did what most of us do, and performed a Goggle search, looking for the nearest place to get this new issue resolved. In doing so, I came across your Auto One location. Upon speaking with Steve, I soon realized that HIS shop would not only replace my windshield, but would ALSO replace the **nightmare** that was my brakes!

To make a long story short, Auto One's **VERY FIRST** attempt at replacing my brakes (and resolving my longstanding brake issues) was a **HUGE** success! (Please allow me to add that this was done more than a month ago, and I **STILL** have not had any problems!)

To date (besides the front brakes), I have also had my rear brakes done, windshield replaced, and tires replaced by Auto One... all I might add, at an incredible price! Not to mention, Steve has also given me a great price to have my oil changed so that in the future I don't have to endure being disrespected, simply because of my gender. THIS is the shop that any Dad could feel safe sending their daughters to!

Please accept this letter as my sincere gratitude and thanks for a job well done, the **FIRST TIME**, and also for the respect that I was shown by all of your employees (by not treating me like "woman") as I expressed my concerns and issues. You and your team took the time to explain the issues I was having, why I was having them, and even showed me the parts to complete my understanding. I can honestly say that this is the **FIRST** time I have ever experienced anything like that!

Sincerely,

Amy Thomas

Owner of 2011 Chrysler 200 – "Chicklet" and an Auto One Customer for Life!