

A letter of thanks to Van Engine Services

To David Breakwell

After Citroen France a main Dealer had completely miss diagnose my Citroen Relay Van over the last 4 weeks and manage to cause Piston meltdown. On Saturday the 8<sup>th</sup> March . I found my self stuck and let down by them with a estimated cost of 8000 Euros + extras to replace the engine.

I found your company on ebay the same day and made contact with you even at this short notice I was told if I can get to your garage you could replace my engine on Monday 10<sup>th</sup> . I set off on the Sunday for the boat but only to find the engine stopped running so had to call my insurance and they took my van to the boat .

On the boat I contacted you and made you aware of my situation.  
You arranged a recovery truck to collect me and my van to be taken to your garage .

I personally would like to thank the first class service to the recovery driver who was not only very good at his job and very patient with the port officers on collection of my van. but made me feel at ease on the trip back to the garage. As we arrived to late to do any work on the Monday your driver went out of his way to find me a hotel and take me to it a big thank you to him for this I was in a strange town but felt I was being looked after by a member of your team .

Your guys at the garage said they would get onto my van first thing on Tuesday morning and would try to get me back on the road by the end of the day . I wondered down at 11 ish to find they had got straight on with the job and by 4 o'clock In the afternoon my van was out on a road test when he got back there was a problem with the fuel pressure although they close at 4 they got straight onto it and changed it to get me back on the road to the boat to go to France at no extra cost and these guys were working in there own time now with out a though for them self s.  
I made the boat so again a very big thank you to the guys who worked so well I believe some of them even worked through there lunch brake for me just to make sure I was back on the road that night .

They told me I would have to go to a Citroen dealer in France asap to get an version 7 upgrade to set the fuel which they would have done for me in the uk but they where closed by the time my van was ready to go . When I got to France I went straight there they told me there was a problem with 2 injectors and gave me a quote of 2700 to change them at the Citroen garage I phoned David and let him know again the response from him was I will put them in the post for next day delivery they arrived at 11 the next day by Fedex and a friend who is a mechanic came and put them in touch wood my van is now working very well .

David I would like to not only thank you but also your entire team I shall have no hesitation on recommending to others, the services provided by your company.

And especially at the short notice I gave you my van dead on the Saturday in France and fully working back in France Wednesday how good is that .

Please pass on a big thank-you to your Team from me .

Steve Blandford A2Bfoodservice France

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