

## **Admin - Van Engine Services LTD**

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**From:** Paul Shel Drake <shel Drake@aol.com>  
**Sent:** 04 August 2014 22:01  
**To:** Admin - Van Engine Services LTD  
**Subject:** Ford transit rescue

**Categories:** Junk

Dear Paul and Dave

I must start by apologising for not writing sooner, I'm sure you and your staff will remember my Transit it was rescued from an outfit local to me in Heathrow which unfortunately like many before me I was caught out by their underhand method of business.

I called your company on a bank holiday weekend and you kindly returned my call the same day, this is not my field of expertise so after your quotation and reassuring me that there would be no further hidden costs I had my vehicle transported to your workshop.

My Vehicle arrived with you with the engine in a thousand pieces, boxes filled the rear floor of the van, this to me looked like a nightmare.

True to your word, your engineers started work on my Transit and it was rebuilt within a few days. After collection I was advised to change the oil after 1000 miles and to check for any problems, this was done locally to me and no faults or debris were found, the van is running fantastic.

I would like to thank Paul Dave Tom and the engineers who I meet on collection of my Transit for your professional and efficient service, I will also have no hesitation in recommending your company and also in buying a second hand vehicle knowing that I can have it rebuilt in an affordable way.

Kind Regards

Paul