

1993

December 17, 1993

St. Louis Post Dispatch
900 North Tucker Blvd.
St. Louis, MO 63101-1099

Dear Sir:

My wife and I were in St. Louis last month visiting our daughter and family, celebrating the arrival of their second daughter at Barnes Hospital.

The day before we planned to leave for our home in Texas, our 1989 Ford developed a transmission problem. After talking to three separate businesses, we were told a \$720.00 cost for a transmission swap out was our only option, with a two day delay in leaving for Texas.

When I explained my problem to Mr. Pat Walsh at **"Quality Transmission Service"** (5944 Arsenal Street), he quickly pulled my hood up and repaired the linkage end connection for \$10.00. It would have been very easy for Mr. Walsh to have scheduled my auto in the next day and to charge me \$720.00 for a repair bill.

Our hats are off to Pat Walsh at **"Quality Transmission Service"** for his superior code of ethics. There are still a lot of good people in business places even if we had to drive to St. Louis to find one.

Very truly yours,

J.D. Stephens

JDS

CC: - Better Business Bureau
- Chamber of Commerce
- Quality Transmission Service