

Dear Jim:

**The term of art in the subject line, bests characterizes my experience, working with and through Donnie Guthrie, Jr.**

This is a long overdue email to you citing my incredibly fortunate experience working with your company.

**You will also find I included excerpts of this email in my survey providing feedback to USAA about your services, Jim.**

The delay in making contact with you, is based on the fact that **we picked up our 2014 Hyundai Sonata from Fitzgerald Auto Mall in Rockville on Wednesday**

**with a brand new engine.**



Prior to Donnie's arrival, we ran into extraordinary problems two weeks earlier traveling at 80 mph in a 70 mph zone on a Saturday night in a thunderstorm with excessive downpours when the car cut out.

With effort, in traffic, I got the car sit on the white line of the shoulder next to the right lane and waited for our tow truck to pick us up in the middle of nowhere, somewhere near Richmond, Virginia.

With no clue as to whether the Firestone Auto Complete Center would be doing business on a Sunday using "Covid Hours," the car was evaluated and returned to us with no

repair or diagnosis.



Jim, I'll spare you the remainder of the story. Back to Donnie:

**Donnie not only did an exceptional job and arrived about 20 minutes after our call to USAA, but Donnie diagnosed the problem by telling us this particular model car is currently under a recall specifically for these particular engine problems.**

Thus, Donnie recommended dropping it off at Fitzgerald versus our local

mechanic.



**Donnie's customer focus and skill set far surpassed what I would have expected from anyone, yet alone a Tow Trucker Driver.**

**Donnie was incredibly well educated and informed about all of the moving parts associated with our car and folks that were in our very position.**

With that said, Donnie clearly has the skills, knowledge and experience to not only do

his job, but to execute it exceedingly well.



**Donnie represented Past and Present Towing in an exemplary and supportive manner. But, Jim, I have reason to believe, you already know Donnie is solid gold.**

As a new customer, I warmly appreciate the exceptional work folks like Donnie are doing during this, "National Work-Stoppage and World Wide Workup."

Jim, I'm a firm believer in "Employee Recognition," and usually ask to have these matters elevated to the leadership of the company and request it's documented in the employee's record.

**Fortunately, now that I know, you're the owner of Past and Present, I am elated this email is getting directly to you.**

**Jim, you may want to share this email with Donnie, as I'm sure it will not only make his day, but it will inspire Donnie to continue to provide such extraordinary work to your other customers.**

**With a Great Deal of Gratitude, I Offer My Every Good Wish, 😊**

*~RichardJames*

Rich Peterson