

Lloyd Belt Automotive LLC  
07/28/09

I wanted to say "Thank You" to your team and to let you know that you have an outstanding group of people working at your center! I have worked in sales and customer service my entire life. It seems like you usually only hear about the ugly side of service but I know people work hard everyday and your team deserves some recognition.

My family had just completed a vacation at the lake and we were returning home on Monday July 27th when our serpentine belt broke on our Tahoe just outside of Eldon, MO. Not knowing the area or which service centers or dealers to call we called information. How lucky we were they referred us to you!

You recommended a towing service. They were very prompt and courteous. The towing service also suggested we call you to inquire if someone could pick up our family since everyone could not fit into his truck. Your people had no hesitation and sent someone almost immediately. The driver was also very courteous. Our truck was towed, the problem diagnosed and the truck repaired in just an hour. On top of that, the repair cost including parts and labor was very fair and the towing cost was only \$40!

Thanks again for getting us on our way promptly. I live near Des Moines, Iowa but if I lived near Eldon I would be using your establishment regularly.

Sincerely,  
Jim Willits  
1800 79th St.  
Windsor Heights, Iowa 50324