

February 4, 1942.

Mr. Tom Parker,
Parker Buick Co.,
Lawrence, Kansas.

Dear Tom:

I am sending you a check for \$6.12, the same to cover the work done on January 2 and 17. I am not paying for the radio because it is still very unsatisfactory. In fact, it is as unsatisfactory as a radio could be. Either these fellows that you have who work on the radio do not know their job, or else this radio is un-fixable. There has been no benefit from the time you first took it off to the present. Therefore, I feel that I do not owe this bill.

I am not going to be placed in the position of a fellow kicking on every small bill, but I told Warren Parker that I wanted that dent pressed out. I know that I could have taken it off and fixed it so that it would not have looked bad. I certainly would not have spent \$4.01 on that because as it was it didn't look bad. Warren said, "Oh, we'll fix that all right". And I told him I wanted it pressed out.

Therefore, to my way of thinking, when anything like that is said I am figuring that it is of minimal expense, and when it runs into as much money as this I have felt that the obligation is upon your company to call me and say you are going to have to reduce this, repair it and paint it, and so forth. Frankl, I would rather not have touched it at all than to have this done because I am unhappy about it as it is.

The reason I am writing you this letter is to tell you that I want nothing else done on the car unless I am consulted about it. I remember that I gave you the green light on service that is needed, but I am withdrawing that because I want to be consulted before I spend my money.

I remember being at the Rexall Drugstore when my starter failed to work. I called your firm and your trouble-shooter man came out, switched a wire, and I drove the car to your place under its own power. Maybe \$1.50 is a modest sum for that trip on that distance, and you may have a flat charge, but when the service work is done at your place I feel that that was plenty.