

December 3, 1943.

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

Dear Tom:

In regard to your letter of November 4th, I have wanted to make this perfectly plain to you. When I had the points changed and the spark plugs changed and the other work done, the car went dead on me and would not start. I immediately went to your place the second day after I had this work done to see you. You were out. I told your wife that my car would not start and that I would be back and see you.

I came the second time a few days after that for the express purpose of telling you that the work that I had done had not done the job. This was the very reason I asked that the points be changed and the spark plugs changed because my car would not start easily.

Then there was an interim between the time when I made these two trips and I had the work done. I was amazed even that I would receive a bill for such a thing as I had followed this up so definitely. You pay for satisfaction, and I didn't get it, and that was the reason I felt that I should not have even received the bill because I tried to make it plain to your help and to you that the first job did not do the job.

I would much rather have talked to you personally but it seems as if our paths cross very seldom and I don't like a telephone conversation. I would rather put my convictions down in black and white and sign my name, or better still, I would like to talk to you personally, but I am leaving for Coffeyville today and Kansas City tomorrow, and I just haven't had the opportunity to do it sooner. I have had your letter on my desk ever since it arrived, hoping to take care of it, but this is the best I have been able to do.

Very sincerely yours,

Director of Physical Education,
Varsity Basketball Coach.

FCA:AH