

**It seems like I always encounter some drama for things that should be simple!**



**I sent the following email to the salesperson with a copy to the owner of the dealership (along with a PDF document with the above picture, sales receipt, and salesperson's business card):**

March 19, 2014

Dear Vincent,

As you know, I came to the dealership on March 7<sup>th</sup> and was introduced to you. I let you know that I wanted to buy a new Silverado. Because it was about 10 minutes before close of business, you advised that you would send me an email next day (Saturday) and that it would most likely be near the end of the day (which was very reasonable). Because I was excited at the prospect of purchasing a new truck, I waited until about 3PM on Saturday and then decided to make another visit to see you instead of waiting for an email. You introduced me to another gentleman who you said was going to assist you. This gentleman was very helpful and showed me some of the trucks on the lot. He pulled one forward so that I could get a better look at the interior. He also entered my contact information into the computer (address, phone numbers, driver's license information, etc.). Because buying a new vehicle can be overwhelming, with so many options and types, this is why I look to the salesman to work with me to narrow things

down and to help me make an informed decision. I left that day with the impression that you would reach out to me the following week to help me with making a choice.

Having not heard anything from you or the dealership, I decided on the 13<sup>th</sup> to explore other avenues to help me reach my goal of buying a new Silverado. I felt I had waited long enough and I certainly did not want to make a 3<sup>rd</sup> trip back. So, upon referral by my auto mechanic on the 13<sup>th</sup>, I went to Maritime Motors that same day at 5PM. To make a long story short: I worked with a salesman who helped me make a choice, test drove what was to be my new truck, left a deposit at 7PM, used their computer to transfer funds to my checking account; and when funds cleared on the 17<sup>th</sup>, I returned to the dealership, paid cash, and drove home in my new 2014 white Silverado truck.

This sale could have been yours. Did you not believe I was serious?

Kathie Powell

**And very soon afterwards, received a reply from the owner, as follows (I did not change the font nor size):**

Hello Kathie,

It pains me to hear of this situation , but I appreciate your taking the time to bring this to my attention.

We obviously take our business and the opportunity you extended us very seriously . What happened in this situation I cannot explain , yet ! My General Sales Manager is looking into this things and would very much like to speak with you first hand if you would be willing to chat. Please forward us a good contact number and time that would be good for Bill to call you.

I hope you can overlook this situation and allow my company to provide you service for your new truck .

Congratulations on your purchase ! You've purchased the Best Pick Up In The Market !

Warm Regards,

**And I wrote back the following:**

Hi,

Certainly I would be willing to speak or come onsite for one on one.

You should have my contact numbers already!!!! But I will give you my home number for easy reference: xxx-xxx-xxxx

I am in and out, so catch-as catch-can with a call. Anytime after 11AM, up to around 10PM is good for me!

Thank you!

~ Kathie

**And the owner immediately wrote back:**

Hi Kathie ,

Thank you very much for this opportunity .  
I will to have Bill give you a call to review what took place .

Warm Regards,

**And within about 10 minutes, Bill called me. It was a very pleasant conversation, he accepted responsibility for this. He said that owner called him and was very upset with him (Bill) over this and wanted him to find out just what happened. I listened to what he had to say, but I am thinking at the same time: *bottom line, you lost out on a \$40,000 sale.* And he said that he knows all the folks at Maritime, that he works with them to get desired vehicles, etc. Bill invited me to come to his dealership so that he could meet with me and introduce me to his service staff (a common thread by both gentleman is an attempt to gain my service business). But I am thinking at the same time: *NOT.* Even if going to Milford is more convenient, I remain loyal to those who treat me right. Bill told me that he sees whatever is written to the owner, so he immediately called Vinny (it was Vinny's day off) to get his side of the story. Bill asked me if I wouldn't mind writing to the owner as a follow up to this conversation. But I am thinking at the same time: *Bill and Vinny are in very HOT WATER maybe even deeper DooDoo;* but being a nice gal, I did write back to the owner the following:**

I just got off the phone with Bill. He asked that I give you my feedback.

He explained the whole situation to me, to my satisfaction. Apparently there was an oversight with Tim entering my data on Saturday in the computer. Whatever he did, it never made it to your database of customers.

Bill also explained that it was Tim's last day (and he explained that Tim's career goal is to be in Banking) and that he was a valued employee at the time he voluntarily left your employ. Bill also spoke to Vinny (who is off today), and Vinny definitely remembers writing my information down. But

he thought on Saturday that Tim had entered it. So this explains why I never got a follow up call by upper management (i.e. Bill) and I, unfortunately, experienced the fallout from the oversight.

Anyhow, at least now I feel better knowing the reason why I never heard back from anyone (even though I was expecting Vinny, for I did know until Bill explained about the database and the practice of followup calls by management).

Another mystery of the world solved!

Enjoy what I hope to be sunny and warm weather in Florida.

With kind regards,  
~ Kathie

**(However, I did have my boots on because it did get deep. By Bill's admission, Vinny told him that he had still had my email address somewhere; and if he had been truly interested in my business, he would have naturally gone to that database at an earlier point in time to make the same discovery as the owner did. In a perfect world, Vinny would have located the slip of paper and sent me an email. Something is rotten in Denmark, but it ain't cheese. And not my red wagon to pull. I don't ever have to set foot in that place again!)**

**And I received the following, and I am thinking: this reminds me of a bull dog who has sunk his teeth into my calf and won't let go.**

Hi Kathie,

I appreciate your understanding & cooperation in assisting my team in identifying the root cause to the problem we experienced .

I personally invite you to visit the dealership for all of your service needs in the future . Please don't hesitate to reach out Bill or myself to assist with ever you may need in the future.

Again , thank you !

Warm Regards

**But I am thinking at the same time: NEVER GIVE UP. W☺☺F!**

**And also, what 3 people quoted from the movie Pretty Woman: BIG MISTAKE!!**

**AND...**

**I HAD MY**



**ON !! For it did get deep!**

## **And my afterthought next day (20<sup>th</sup>). I sent the following to the owner:**

I am sorry to bother you again. A lot happened yesterday with conversations/email - a lot to digest. I need to comment further (so that you know my last thought on this matter)... something that I did not clearly mention to Bill.

I believe I understood Bill to have said to me yesterday that he called Vinny; and Vinny told him that he believed that he still had my email address somewhere in his paperwork. I also understood Bill to say that Vinny assumed that Tim logged my information into the database. I saw Tim entering my information, but I do realize computer glitches can happen (so I will give the benefit of doubt).

The discovery of my NOT being in this database was apparently made yesterday only after receipt of my email to you. Wouldn't this discovery have been made sooner had Vinny decided to contact me? And not seeing my name in this database, I know what I would have done: look very hard for that piece of paper with my name and email address. I would like to think he would have done this too. By what was said to me by Bill, I infer that this discovery of my not being in the database was news to Vinny too!

Although I accepted Bill's explanation at the time, I've had more time to think. Thus I want to let you know that I now believe I could have been contacted by email since I was told that Vinny had my address somewhere. It being Tim's last day and having things on his mind, does not cut it in my book. I hold Tim harmless, since it was up to Vinny to follow up with me. Had I been told that Vinny threw away my email address, that would be another thing and an understandable one at that!

So now I can put this one to bed and I am sure that you will appropriately address my last concern.

And in closing, I thank you so very much for the courtesy you have extended to me in this situation.

With kind regards,

~ Kathie

## **And the owner's reply:**

Hello Katie,

Appropriately stated .

We look forward to handling your service needs in the future !

Warm Regards,