

From: [REDACTED]
To: [REDACTED]
Sent: Saturday, May 14, 2005 1:08 AM
Subject: Re: mustang pictures

[REDACTED]

I can see that the headliner needs to be cleaned, looks like Buffing compound, and my guys should have cleaned that because that is a New Headliner. The cleaning is not on the spreadsheet but that is what I am talking about, it should have been cleaned and we will take care of stuff like that. The Hood and truck jambs obviously have issues and they should have been looked at closer by my Painter when he was buffing the car as well as the bottom of the doors.

It was raining All day Saturday and they got to work at 7 am, I arrived at 11am and the car was on the car trailer and wet from that rain. A pre-check with them before leaving about 2pm didnt show the issues you have now as obvious or I would have never allowed the car go home. I really was happy with the finish and shine of the car, espically for it being black and it runs really well with the new engine and trans repairs. I will correct those issues no matter what was on the spreadsheet because like you said, it wasnt like that.

Heres what I propose:

Pull the motor and trans to re-paint them and detail the engine bay & items.

Sand and re-paint All Jamb, (Hood, Deck lid and doors Jamb/bottom of doors)

Align Doors/repair, Headlamp door, area at back glass chrome & bumper.

Remove, blast & paint Brake baking plates & master cylinder. (not on spreadsheet but I will cover)

Dissassemble Whole Dash area stirp & refinish along with Inside of doors. (not on spreadsheet but I will cover)

All Steering Items were addressed but we can remove the steering box, blast and paint it as well then get the front end aligned (not on spreadsheet but I will handle it)

Like I said [REDACTED] I have an un-happy Customer and I want to make thigns right.

Thanks,

[REDACTED]

----- Original Message -----

From: [REDACTED]
To: [REDACTED]
Sent: Friday, May 13, 2005 6:01 PM
Subject: Re: mustang pictures

I'm a little worried when you talk about whats on the spreadsheet, since a lot needs to be done now that is not on there.

----- Original Message -----

From: [REDACTED]
To: [REDACTED]
Sent: Thursday, May 12, 2005 11:39 PM
Subject: Re: mustang pictures

[REDACTED]

Glad you got this e-mail...seems when I e-mail from work there are issues with you getting it sometimes. Well what can I say except I will put 4 men on it where as i had 2 on it before.....8 set