

Kati Howerton

From: Nickerson, E. Ken
Sent: 12/09/2005 07:57:13 AM
To: Howerton, Catherine
CC:
BCC:
Subject: RE: Dick Williams

I this time we don't have a coupon.

From: Howerton, Catherine
Sent: Thursday, December 08, 2005 4:07 PM
To: Nickerson, E. Ken
Subject: Dick Williams

Ken:

Had a call from a Mr. Jim Zavitz who had 2 700's that qualified for the safety modification program. He called here and was referred to Dick Williams as an authorized repair center in Michigan. Dick Williams repaired the 700's, for \$20 each but when the consumer asked about the \$20 rebate coupon he was told by Doug that they did not have the coupons and they had no way of obtaining these coupons. I was advised to give this info to you for direction.

Kati Howerton

Consumer Service Rep.

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