

Mike Maskolunas and Staff,

We want to Thank You for the wonderful service you gave us when we came in with the problem with our truck roof. The customer service we experienced will not be forgotten and we

will notify Ford Company of the special treatment you give your customers. We were pleased with the fact that a loner car was available for us to use while you worked on our truck, also the promptness of the solution and the work done. Thank you also for giving us a wonderful tour of the garages and departments which you all work out of.

Thanks again.

Dorothy & Wayne Geisler

Canton, Pa. 17724 and Lake Wales, Florida 33898

We have a 2011 Ford F-150 Crew Cab Truck, that we bought on October 31, 2010 at Sherwood Ford in Towanda, Pa. 18848. We spend our winters in Florida in the Lake Wales area and when we took our truck through the car wash the roof of the crew cab would cave in and then pop back out. Therefore, we took our truck to the BARTOW FORD DEALER in Bartow, Florida and we were treated so special. We wanted to let Ford know that you have dealers out there that really listen to their customers. We drove into the service area when we first went there and they immediately washed our windshield, before they even knew what we were there for. When we were sent to the Collision Department and explained our problem, they called in their Manager, MIKE MASKOLUNAS, who went to work on our problem. They contacted Ford and had a solution for us within a week. Called us and gave us a loner car while they repaired our truck roof. What a wonderful experience. The truck roof was missing foam between the roof and the metal braces, once repaired it is solid and no more cave-ins. We just felt Ford Motor Company needs to know when people go above and beyond what is required and BARTOW FORD COMPANY and MIKE MASKOLUNAS and his STAFF certainly did.

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