

**Friday, June 16 2006**

**To The All Pro Team Employees:**

I recently purchased a 2006 Toyota RAV4 SUV and approximately a month ago your company installed my trailer hitch. Not soon after I bought my first used john boat and trailer.

On Thursday June 15, I replaced all the lights and rewired the whole trailer. The task wasn't too difficult and I thought I did everything right. After I was all done, I hooked up everything and turned on the ignition and had lights for a few seconds and then lost them. After checking everything 3 times over I was at my wits end. I knew I blew a fuse or damaged the Modulite Protector.

I then called your company and spoke to Todd (I never did get his last name). I told Todd my situation and he said I could bring in my vehicle and the boat trailer to take a look at it. But, I didn't have any lights on the trailer and then he suggested not doing that in fear of getting pulled over by the police. He told me to come in Friday at 1:30 and he would check out the vehicle.

Todd was very prompt and checked out the vehicle and believed it was a blown fuse. I didn't have my driver's manual with me and Todd couldn't locate where all the fuses may be in the vehicle. And I was of no help there at all! So I drove down to where I bought my car at Bobby Rahal for them to check the fuses...and they were no help at all.

When I got home I called Todd back and told him I stopped in the dealership and they were of no help. I then asked if we can set-up a day and time so he can check this out again and I would bring the driver's manual with me. He told me to come on back again with the manual and he would look again. Upon my second arrival Todd was prompt again and after about a 10 minute search and rescue he found the bad fuse.

I just want to say thanks to Todd and to All Pro West for his time and effort to solve my problem. He was polite and courteous the whole time he was trying to help me out. He gets an A+ in my customer satisfaction report! I would highly recommend your company to anybody who has needs of your service.

One more thing, I stopped and got two new fuses and as soon as I got home I put a new fuse in and the trailer lights are working.

**With Great Gratitude,**

**Richard Dettrey**