

MIDDLESEX FOREIGN CARS

1233 Highway 27 • Somerset, NJ 08873

SUBARU 

John Zentz
Hunter Engineering Company
11250 Hunter Drive
Bridgeton, Mo 63044



Dear Mr. Zentz,

Somerset Subaru is a small family oriented business where taking care of our customers is part of our everyday mission. As the number 1 CSI rated dealer in the nation, we believed we could further our relationship with our customers by implementing a wheel alignment check program that we had seen at another local shop. We purchased the Hunter FIA fully integrated alignment system with the bar code scanner and have now completed our first full month of operation.

Normally, I thank our customers for doing business with us. It is unusual to be thanking an equipment manufacturer for a product. But the Hunter alignment system we purchase is an unusual product.

The results are stellar. During our first month of operation we invoiced 149 alignments. You may find it of interest to note we are an 8 bay shop that does 30-40 RO's a day. The system allows the vehicle alignment to be checked quickly and I find the symptom printout is very helpful in documenting the need to our customer. We do it automatically on every vehicle that is pulled onto the rack. Technician resistance to alignments has evaporated because they know they are performing a needed service they can be paid for. Based on these results we project that we will have a complete return on our investment in customer satisfaction by the year's end. It has made us more professional and our job easier We couldn't be happier!!

Very Truly Yours,

Walter Lapp, Service Director

Ed Frosztega, Owner

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