

Alignment at Martin Tire Co. = Disaster

Written by Andrew

Wednesday, 15 April 2009 20:01 - Last Updated Wednesday, 15 April 2009 20:31

You know, when somebody says they are going to take care of you, I guess I am the fool that believes it...but when it is a reputable company, one would think that you could believe it. I told myself I wouldn't post this up or tell anyone about it, but I have been put through so much bullsh!t regarding this that I just can't hold back anymore.

So here goes...I will try to include everything...

The incident:

On March 24th I took my '99 Porsche 911 to Martin Tire on the Westside for a 4-wheel alignment. I was interested in getting my car setup to GT3 street spec. The alignment guy there, Brian, came with very high recommendation by the local Porsche wrench so naturally I trusted him and Martin tire in general...you know...since I am leaving a pretty important job up to them. Brian turns out to be a really fantastic guy, he listened to my concerns regarding the car's setup, what I use it for, etc. He grabbed my keys and got started right away, while a co-worker picked me up. Brian said it would be about two hours and I wasn't interested in hovering over them while they did the work.

So...three hours passes and still no phone call, so I call them and they say "oh yeah it is out front and ready to go!" "Cool!" I replied...excited to hop in the car and feel the difference, my buddy took me back down there to pick it up. So I go inside and without asking anything, they grabbed the paperwork and started to pull up my receipt for the work.

Then the manager approaches me and says: "you know what, Brian was really embarrassed about this, but there was damage done to your car, but it is just a really small ding on the end of the door."

"What kind of damage, what happened?" I asked.

He then described that the door was left open and the car started to roll off of the lift, so the door got a small ding. I said "oh really?" thinking that they were pranking me..so he assured me and took me outside to show me the small ding:

Alignment at Martin Tire Co. = Disaster

Written by Andrew

Wednesday, 15 April 2009 20:01 - Last Updated Wednesday, 15 April 2009 20:31

