



Old Timer Centre  
Sydney NSW

4 June 2013

To whom it may concern

I would just like to write and acknowledge Richard and the team at the Old Timer Centre. Recently I purchased from them a Volkswagen Multivan Highline. My wife and I had researched these vans and were confident it was ideal for our family. I found the one we wanted on the internet at the Old Timer Centre in Sydney. It was the right km, right price and right condition.

Even though we were in WA, Richard and his staff were friendly, easy to deal with and made the buying experience a pleasure. I had to travel to Sydney after the purchase for business and was able to pop in and meet Richard and have a sneak peek at our van prior to it leaving for WA (I had already paid for it). He was also kind enough to give me a ride to the airport after the visit. They traded my other vehicle which was shipped from WA and they arranged the shipping of the VW to Perth. The whole process was easy and handled well by them.

Now I guess the true test of a car dealer is in the event of a warranty claim. Particularly an interstate one. Very sadly and clearly no fault of the dealer the gearbox in our van decided to die on the 3<sup>rd</sup> day of us having it. In reality it was probably already with issues that I suspect the previous owner was well aware of as the vehicle drove fine until it warmed right up then all the problems started.

We had it diagnosed locally and the vehicle required extensive and expensive repair work. As an automotive industry business owner myself I am well aware of the dealers obligations and am very pleased to say that Richard not only honoured his warranty obligations immediately without hassle but in fact paid more than the dealers warranty act obliged him to, so as to ensure we had a repair that would not fail again.

I have no hesitation at all in recommending my family, friends and anyone else to Richard and the Old Timer Centre as a dealer that I would immediately trust to purchase from again.

Kind regards,

Iain Johnston  
Manager



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