

West Virginia Automobile & Truck Dealers Association



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RUTH LEMMON
President

March 19, 2007

Mr. Walt Dial
Appalachian Tire Products, Inc.
2907 4th Avenue
Charleston, West Virginia 25312

Dear Walt:

The purpose of this letter is to commend one of your outstanding employees, Allen Edens. I know you have had many compliments on this person, but on behalf of my husband and me, we just want to add one more to his file!

This past Saturday night, March 17, we were traveling down I-79 at approximately 9:30 when we encountered an accident that subsequently caused our vehicle to become disabled by a flat tire. As I was contacting On-Star for assistance, out of nowhere appeared this young man offering assistance. The evening was cold with sleet and snow. He recognized my vehicle, WVCAR, which had been in your Charleston store for service. He immediately took control of the situation. I explained that I was contacting On-Star for assistance but, by this time he had pulled on his "white jump suit" and was busy changing the tire.... Within ten minutes we were on our way home, almost speechless by what had just happened.

If you have a special award for employees that go beyond the call of duty to further the reputation of your fine organization, I would like to nominate Mr. Edens for that honor. Words cannot express my gratitude for his kindness and assistance.

Sincerely,


Ruth Lemmon, President