

LMC Truck  
PO Box 14991  
Lenexa, KS 66285

February 3, 2012

To whom it may concern,

I have purchased a several truck parts from LMC, usually with satisfactory results. I want to make you aware of an issue I recently experienced regarding;

Order # W1021664  
Part # 36-3581

This is a HEAVY-DUTY HEADLIGHT HARNESS for a GMC (four headlight system). The catalogue description states "no splicing or cutting required."

The English instructions were a bit confusing, and after I worked out the mis-wordings (ex. male and female terms used interchangeably) I was able to sort out and plug in the new HEAVY-DUTY HEADLIGHT HARNESS.

The harness did not work as expected. Because I did not get the advertised results, I called the LMC customer service department. The representative conducted a bit of research then stated that the harness is built correctly, and will work properly. She then went on to say that if I want to return the harness, it may not be altered in any way.

I figured that I could return the harness and build one from scratch (I would be expected to pay return shipping charges?) or, I could modify/repair the brand new HEAVY-DUTY HEADLIGHT HARNESS to make it work as advertised.

I was able to alter the harness so that it now functions correctly. If I had wanted to spend the time and effort creating my own HEAVY-DUTY HEADLIGHT HARNESS, I would not have purchased yours. I could have saved money by building my own. I am extremely disappointed in the quality of the HEAVY-DUTY HEADLIGHT HARNESS. I am also disappointed that LMC is distributing an inferior product and tries to justify by stating that it is correct. Was I supposed to believe the telephone representative instead of the actual results I was getting? The HEAVY-DUTY HEADLIGHT HARNESS that I received was not made correctly.

I am happy to discuss with you the procedure that I followed to turn the HEAVY-DUTY HEADLIGHT HARNESS into a functioning unit. It may help with your response the next time a customer calls with the same complaint.

I look forward to dealing with LMC Truck in the future for QUALITY parts and great prices!

Sincerely,

Joshua Johnson