

# Business and technical writing

Business



Continental Cars Corporation (CCC), , Assistant Director of Human Resource, Pleasanton Assembly Plant. September 24, Big Car Rental Agency-Manager, St. Paul, MN Airport.

Dear Sir,

Re: Maintenance of CCC cars

I write to complain about the damaged image of Continental Cars Corporation by Big-1 Rental Car Agency. Big-1 Rental Car Company has been the major rental firm for our automobile products. However, there has been a lot of complains by our clients about the poor maintenance of CCC cars. Most customers complain that CCC cars have faulty heating system.

Mr. Frank Page, CCC Plant manager, recently witnessed the poor condition of our vehicles when VP from Japan rented a vehicle with no proper heater.

Please note that the weather in St Paul is cold and the weather was about 10 degrees at the time of rental. The heater stopped working after five minutes' drive. Mr. Manual Lopez also complained to Mr. Page about the poor maintenance of our vehicles. Big-1 Rental Car Company is damaging our company's image.

Big-1 Rental Cars Company and CCC have been good partners in the business at Twin Cities Airport. We would not want to terminate our contract with your company, but your company must move with speed to ensure proper maintenance of our vehicles. Failure to honor the complaint will leave us with no choice, but stop doing business with you.

In addition, we suggest that Big-1 Rental Car Company should take CCC cars for service every one week. It is unethical for Big-1 Rental Car Company to rent our cars while in good condition and then fails to maintain them. We do not want the situation to get out of control, and we hope your company will

<https://assignbuster.com/business-and-technical-writing/>

comply accordingly.

Kindly confirm that you will act promptly by replying to this letter. I am optimistic to receiving your feedback regarding this issue within seven days of the date of this letter. Thank you.

Sincerely,

(Signature)

Frank Page.