

Tuesday, April 22, 2014

TO: Oro Valley Police Dept.

Subject: Commendable action by Officer, B. Carr

On Monday morning, April 21, 2014, I drove my Buick LaSabre to the Michelin Service Agent on Magee and Oracle, to request further repair. I had paid over \$2300.00 on the previous Saturday for multiple recommended repairs and as I drove it home on Saturday the motor was missing and running erratically. As yet, the manager had not appeared for work and the serviceman could not agree to further repair until the manager evaluated the situation.

When the manager arrived I was still in the car outside in the service driveway. He was very aggressive and disagreed with my assessment, reached in the car, pushed and physically assaulted me, and took my car keys. He angrily demanded a cash payment instead of accepting the check that I had given on Saturday to his repairman. This resulted in an ugly outburst between us.

To avoid further confrontation I got out of my car and went to the adjacent McDonald's restaurant. I called my home to request assistance. In the meantime the Michelin business manager moved my car into their shop.

Apparently the shop called for police assistance. In a few minutes I was called by a policeman standing at the McDonald's doorway, asking for me by name. Officer Carr identified himself and we discussed the incident. He was exceptionally courteous and patient and seemed to understand my frustration with the unsatisfactory repair and confiscation of my car.

Soon thereafter he called for further advice from his Oro Valley supervisor who soon appeared on the scene.

I surely commend Office Carr's action to come up with a solution satisfactory to all parties. I commend the Oro Valley Police Department for their obvious training to deal with such conflicts on the spot.

Respectfully yours,



Charles B Wood

