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Tuesday, December 08, 2009

Mr. Paul Anka



Dear Paul,

As you know from over many years of doing business together L.A. Car Connection, Inc. has always provided exceptional service that you deserve as our client...I began this business in 1993, because I felt there was a tremendous void in service for the way people were treated to purchase or lease a new vehicle...We have served many celebrities and high end clientele throughout the years but try to keep a very confidential approach to our clientele...

I wanted you to know how sorry I was to hear about the difficult time you and Ethan must be going through...I felt compelled to write to you regarding "Mrs. Anka" (How she would only want to be called)...

I have had many occasion of hearing "Mrs. Anka" come in to my office and demand "over the top" star treatment...She has called and barged into our office many times screaming, ranting and raving over the simplest issues or concerns...There was a time most recently that my staff actually came to me and said, "Who does this woman think she is", I pacified the situation by

saying that, “It was Paul Anka’s wife and based our relationship that we have, I guess we should just accept it...” After further thought and discussion with my loyal staff, I decided that we as a team that will generally go above and beyond for our clients, that I will no longer allow Mrs. Anka to berate us in this manner...I have never heard so much vulgar words and profanity come out of someone’s mouth within a 30 second episode...

There have been times that she has demanded that we drop everything and attend to her needs...I, personally, have met with her at least a dozen times at various locations to show her how something in her car worked...Mind you, I have explained and re-explained the “fix” to the same questions time after time...There were times recently that she left her lights on and her battery was dead and really tried to blame it on the “piece of **** car she bought...I never could understand how she felt this way, when in fact, the one she was probably upset with was herself...She would never ever feel that whatever she did was brought upon by her own actions and placed continual blame on everyone else...The reasons I bring these matters up, in the scheme of things, seem so trivial...She could not understand why she needed new tires when I recommended that she did because I could see the metal sticking out of the tires...Again she blamed it on the piece of **** car...I cannot ever imagine anyone, that knows anything about cars, can say that a Mercedes Benz S63 is that type of car...It is simply not true...I was very happy and pleased that this was the car of your choice because of “how great the car really is”...I even went as far as to add DVD headrest monitors in the car so that Ethan would be able to watch his videos...

Again, I am really sorry that you have to experience what a rough time this is during your life...I can assure you that you deserve much better and if there is anything I can do to help please call on me...

All the best,

Eric Brooks, President

L.A. Car Connection, Inc.