

# White's Farm Supply, Inc.

962 State Rt. 12

Waterville, NY 13480

315-841-4181

4154 State Rt. 31

P.O. Box 267

Canastota, NY 13032

315-697-2214

387 Center Street

PO Box H

Franklin, NY 13775

607-829-2600

1205 NY 40

PO Box 179

Schaghticoke, NY 12154

518-753-2237

8207 State Rt. 26

Lowville, NY 13367

315-376-0300

May 14, 2021

Dear Mr. [REDACTED]

You recently brought your Kubota L3560 tractor in for some issues and 300-hour service. You spoke with [REDACTED] our Service Manager several times over the course of the repair. Due to the issues, White's Farm Supply (WFS) brought in the Kubota Service Rep - [REDACTED] to consult directly on your tractor.

Per your email dated February 9, 2021 you were pleased with this level of service and agreed with the repair plan for your tractor. Once WFS received the ordered parts from Kubota the WFS technician [REDACTED] and the Kubota Service Rep [REDACTED] made the repairs and performed the service to your tractor.

The Kubota Service Rep was unable to be on site when you picked your tractor up on May 6, 2021. You arrived at the counter with [REDACTED] and asked about payment, at which time you were told there would be no charge for either the warranty work or the service work because of the issues you were having. As a valuable WFS customer, we have always gone above and beyond to be fair to our customers, and you were no exception. You then purchased some additional items including touch-up paint. You did a walkthrough of the repairs and service with [REDACTED] and the WFS technician [REDACTED]. You had arrived before they expected you and the write up of the work done to your tractor was not complete. [REDACTED] told you she would get that to you, and it is attached to this letter.

You returned to your tractor to look it over more thoroughly on your own, which in your email dated May 7, 2021 you indicate was an issue for you. You also took pictures you thought indicated the work was not done as we had stated. Since the work was done with the assistance of the Kubota Service Rep with Kubota factory parts, we are not sure what additional assistance we can provide you. You indicated with additional pictures taken on May 7, 2021 after you took the tractor home that we had over sprayed paint in several areas and that the paint on the factory parts was not satisfactory. Since WFS did not apply any paint to your tractor, we can only assume you did this yourself with the touch-up paint that you purchased. All the factory parts we installed including the hood came pre-painted from Kubota.

Based on your email exchanges and your conversations with our Service Manager - [REDACTED] and technician - [REDACTED] and the Kubota Service Rep - [REDACTED] we WFS have been advised by Kubota to refer you to another Kubota Dealer for future service and warranty work.

Sincerely,



Douglas White