



EDWARD CANNATA <ed@thetruckcenter.net>

Defective airbag

4 messages

Tirus Inc Repairs <tirusrepairs@yahoo.com>

Tue, Mar 24, 2020 at 9:21 AM

To: "ed@thetruckcenter.net" <ed@thetruckcenter.net>

Good morning!

Last Monday (March 16th) I sent my truck nr 027 with an blown up airbag on his trailer. We truly appreciate that you could take my driver in right away and helped us out. You also discovered and welded a broken plate holding the airbag, which we are also grateful for. However after a couple of days our driver noticed an air leak coming from under the trailer, the new air bag area. Yesterday we got it in the shop and the mechanic showed us that the recently changed air bag was leaking (please see attached picture with air bubbles). We had no choice but to change it since it was inoperable. I called yesterday your shop and I spoke with a gentleman who I assume is Ed Sr and we agreed that we will bring the part back, have it check out and get credited for it when defect is confirmed. Since we paid \$453 for the labor alone we would ask you kindly to reduce it to 50%. I think it would be fair to pay 1.5 hrs of labor for the weld job done on the trailer. Besides that, 1.5 hrs is the labor time that we paid again when we had the air bag changed again yesterday (please see attached invoice).

Once again, we thank you for being receptive when we needed help and count on your cooperation to solve this minor issue.

We are not looking to create any harm or inconvenience but it would not be fair to pay twice for the same thing within a week. I would not even mention the time lost in the shop, time when we could have the truck rolling. I look forward for your reply.

Sincerely, Peter (Tirus Inc)

6 attachments**IMG_5188.JPG**

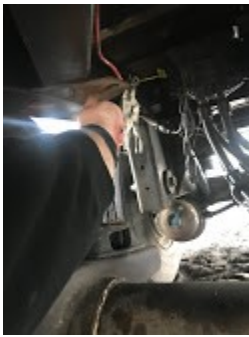
2390K

**IMG_5189.JPG**

1640K



IMG_5191.JPG
2511K



IMG_5193.JPG
1864K



thumbnail.jpg
93K



Inv_14236_from_AAA_TRUCK_CENTER_LLC._15636.pdf
81K

EDWARD CANNATA <ed@thetruckcenter.net>
To: Tirus Inc Repairs <tirusrepairs@yahoo.com>

Wed, Mar 25, 2020 at 2:35 PM

Hi Peter,

I have spoken to my boss and the vendor where we obtained the spring. When we get the spring we will bring it back to them and they will send it back to the manufacturer. I'm not sure what will happen then and our vendor doesn't either as he has never had a problem with this before. As for the labor, I can not assume any liability as we installed the product properly. Again, I don't know if the manufacturer will offer you something for the labor. We will have to wait and see.

-Ed Jr

Shop Foreman

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[Ed Cannata](#)

[Shop Foreman @ The Truck Center](#)

[55 York Ave.](#)

[Randolph, MA 02368](#)

[781-986-4001](#)

Tirus Inc Repairs <tirusrepairs@yahoo.com>

Wed, Mar 25, 2020 at 6:26 PM

To: EDWARD CANNATA <ed@thetruckcenter.net>

Hi Edward!

I am a little surprised and saddened about how you guys decided to handle this situation. You are sending us to the manufacturer, this is a long way to go and we'll never find the responsible party. Having to spend \$754 for a job that needs to be redone is simply not fair. This is a loss and I don't wish this to my business or yours, or anybody else's. Of course we will try and do our best to bring you the spring and try what we can. My drivers will be there with the same trailer and you can see for yourself that my request to you is legitimate. However it might take them up to two weeks until they go to Massachusetts since they are now heading west. We are losing business to take a load to an inconvenient location only to deliver the part. But I honestly expected your vendor to take responsibility for the parts they sell. We agreed to pay for a brand new spring air bag which should come with warranty. The fact that it is leaking air after 2 days of installation to me means that the part was either defective or it wasn't installed correctly. In both of the scenarios I expect you to help us out somehow, at least partially.

I will let you know when I find out what day my drivers are expected to pass through Randolph. But if you're not willing to work with us on this issue please let me know upfront so I would not waste time and effort on this matter. I count and believe in your consciousness.

Respectfully, Peter (Tirus Inc)

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EDWARD CANNATA <ed@thetruckcenter.net>

Thu, Apr 30, 2020 at 3:58 PM

To: Tirus Inc Repairs <tirusrepairs@yahoo.com>

This is the link to the video for the test of your air bag, I had to upload it to You Tube because it is too big for email. Read the description for the video. If you send me a UPS shipping label, I will box it up for you so you don't have to send someone to pick it up.

<https://youtu.be/k8iNVRx26qs>

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