

## Hawkinge Vehicle Services rescued our holiday before it had really started

Absolutely brilliant - first class service at its best !!!!

That's what we really think of John, Kevin, Clare and the other Hawkinge Vehicle Services staff for rescuing our holiday before we had really started.

At the beginning of June we were due to spend a week in the western Loire area of France (via an overnight stay in Normandy). After an uneventful 30 min drive to Eurotunnel from our Thanet home we unexpectedly found our car (VW Passat) starting to have a different engine sound together with an odd smell emanating from the car as we were about to drive onto one of the shuttles. We aborted loading on the actual platform and Eurotunnel's own 'rescue' people came and checked the vehicle. They couldn't find anything amiss but as we were guided back to the passenger terminal to get documentation for going off site there seemed little power in the engine. That's when HVS came to our rescue.

They said to get the car to them and they'd try and sort it out. The poor thing just about chugged up Spitfire Way to the garage in Hawkinge from the terminal and within 5 minutes the problem started to be diagnosed – one of the spark plugs had lost its electrode so that the car was only firing on three cylinders and neat fuel was being expelled through the exhaust.

A new set of plugs was installed but after a road test it was then found that a new ignition coil was required. No VW garages in East Kent had the part but HVS desperately phoned around and found a generic part at one of the motor factors in Canterbury . This was shipped down, installed and eventually we were on our way and back on Eurotunnel and only four hours later than we should have been. Boy, were we grateful for that! It's not often we have a holiday and we had really been looking forward to this one but the thought of not even leaving before we had set off was awful. Yes, we had a great time in France, out and about visiting various chateaux, etc.

But this wasn't the end of the story! As we headed back towards Paris for an overnight stay after our week in the western Loire the car started to get noisy. By the time we were on our final leg it was very noisy as we limped back to Eurotunnel at Coquelles. Once off the train at Folkestone, and by arrangement via mobile phone, we were straight back to HVS who took the car in for a broken exhaust and provided us with a courtesy car whilst ours was being fixed.

Yet again, absolutely brilliant!!!! Would recommend these guys any time.

Just as they say on their website: 'customer satisfaction and good, old-fashioned quality service'.

*Mr J Bates – CT12 4AJ*