

Date: March 23, 2020

To: Cherokee County Magistrate

Re: Civil Case Number 2020CV1110100688

From: Tech One Auto Repair/Scott Lawhorn

I, Brian Scott Lawhorn, was served with a Complaint on March 5, 2020. My Answer is as follows: I deny that I am responsible at all because, in no way, did I damage the vehicle in question or remove any items from the vehicle that Bobby Littlejohn claims are missing. Here is my summary of events specific to this complaint:

10/31/2019:

- Bobby Littlejohn brought a 2006 Dodge Ram 1500 to my shop that morning around 9:30 – 10:00 as previously scheduled for repairs, specifically because it had a starting issue.
 - This was my first time ever working on this truck for Bobby.
 - Bobby stated that he had recently purchased this vehicle and that someone else had been trying to fix it. He feared that if the truck was cut off, it might not start back. Therefore, once at the shop, it was placed directly in a shop bay.
- The truck was checked and parts were ordered later that afternoon. During this time, the truck remained in a work bay. The parts were installed.
- Bobby Littlejohn was contacted near the end of the working day to pick up the repaired vehicle. He provided instructions to leave the vehicle outside and that he would pick it up after hours. I did this.
- We finished working on this day between 6:15-6:30 and left for the day.

Week of 11/04/19:

- Bobby returned to shop:
 - He asked me if we had lights outside the shop. I answered "yes". Both of my employees, Parker Lecroy and Dale Harris, later clarified that he meant "cameras" not lights and that Bobby had complained to them that something was missing out of his truck.
 - He later explained to me that someone had stolen his console. Together, we went to his truck.
 - The console was not missing. His console was in his truck.
 - He said that someone had stolen his console and replaced it, that the one in his truck now was cracked, was 2 different colors and was missing a cup holder and Chicago Bears decals that were stuck to the bottom of the console.
 - I discussed this with Bobby and explained that no one had removed/replaced his console.
 - Bobby told me that it was like "the one in a truck in your parking lot that didn't have a tag on it"
 - Later that day, both of my employees explained to me that Bobby was referring to another Dodge Ram 1500 in my parking lot that belonged to another customer.
 - I actually had this truck at my shop for an extended period of time for major repairs on the engine. So, each time Bobby came back with a complaint, I used this truck as a reference because it was the same year, had the same interior and the same wear patterns consistent with a truck that is 13-14 years old.
 - After hearing this from my employees and knowing that I still had this truck at my shop, I was able to go look at this truck and realized that the interior in this truck was identical to the interior in Bobby's truck. I also realized that the cup holder was located in the dash, not in the console.
 - After seeing this, I felt confident that Bobby was just confused about the location of the cup holder because the truck was new to him. I honestly thought that once I showed and explained this to him that this matter would be resolved.