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May 16, 2005

Kanter Auto Products, Customer Services
Attention Troy 1-800-526-1096, ext. 306
76 Monroe Street
Boonton, NJ 07005

I talked to Troy on May 12 regarding a problem with the front end lower inner control arm shafts for a 1956 Pontiac. Reference Invoice# K26932, Order number K70221 5, dated 3/14/05.

Enclosed with this letter are two lower control arm shafts. These are being returned as defective.

Background and History.

Here is the sequence of deliveries/returns for this product.

March 6, I ordered parts through the web page. It took a couple of weeks to get the order straightened out after Kanter informed me that the shocks I ordered were not available. I canceled the order for the shocks, leaving the deluxe front end kit for 56 Pontiac on the order ($569 + $30 shipping).

Late March, the front end kit was delivered to me via UPS. As I attempted to install the lower control arm shafts in the control arms, I discovered the shafts were defective and would not work. The threaded bushings on the shafts would not screw down far enough onto the shafts to allow them to seat properly in the control arms. I called Kanter and was asked to return the shafts along with one of my original shafts for comparison.

April 4, I wrote a detailed letter explaining the problem (copy attached for your reference) and returned the defective shafts along with one of my original shafts via UPS. This shipment was at my expense ($24.88).

April 27, replacement shafts were delivered from Kanter. Note it took 23 days to get the replacements. One of the replacement shafts was defective, the threaded bushings bound up severely on the threaded shaft. I called Kanter twice, April 28 and 29, and left messages explaining the problem.

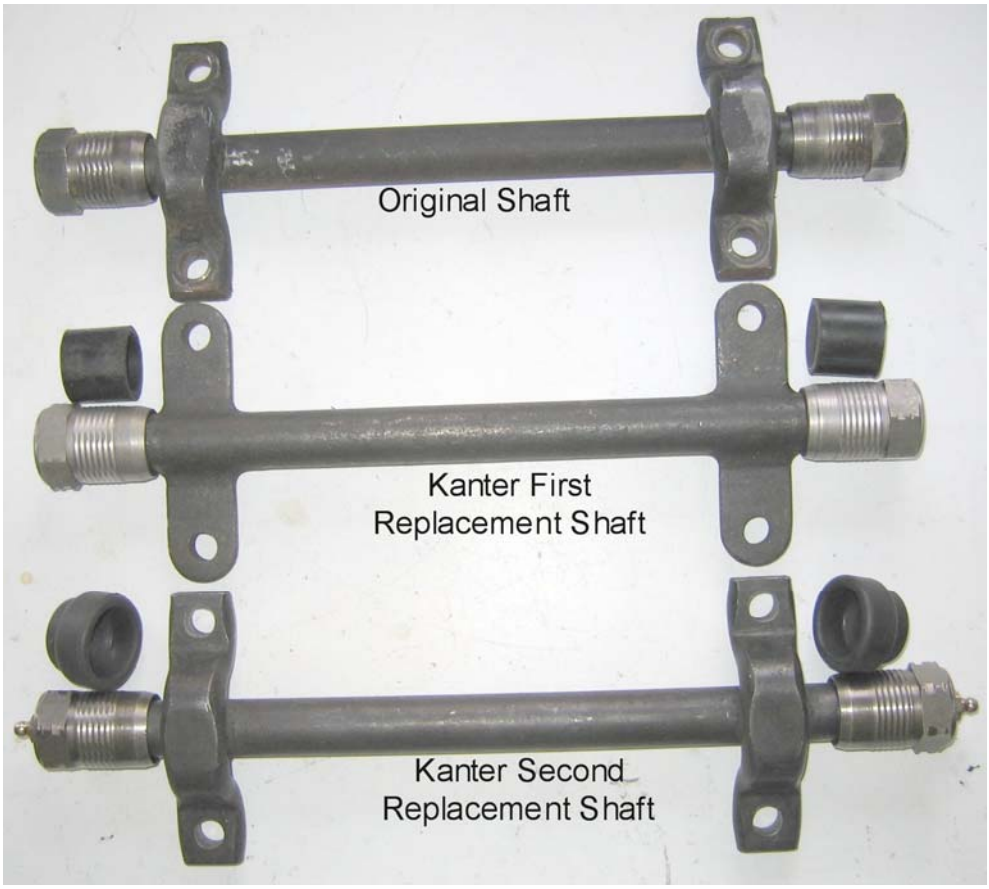
May 9, after over a week and not getting a return call from Kanter, I called them. I was told that a replacement shaft was shipped with a ticket for returning the defective shaft. I was told that my phone call was returned and a message was left on my answering machine. However, I never got that message.

May 11, I received the replacement shaft and returned the defective shaft with the shipper. On visual inspection of the replacement shaft, it was obvious that the threads were not properly cut on one end of the shaft. Installing the bushings on the shaft confirmed that the threads were not cut all the way down on that end. This shaft definitely would not work. I called Kanter and talked to Troy on May 12. He said he personally checked the shaft and bushings before shipping them. He asked that I return the shaft for inspection and replacement (third time!). To reduce turnaround time, I asked that he send a replacement shaft as he did the previous time and allow me to return the defective shaft with the shipper. He refused and said Kanter would not replace the shaft until after the defective shaft was received.

May 16, date of this letter and date of return shipment.

Current Problems.

Below is a picture of three shafts, an original removed from my car and the two control arm shafts delivered by Kanter, one of the first replacement shafts and the second replacement shaft.



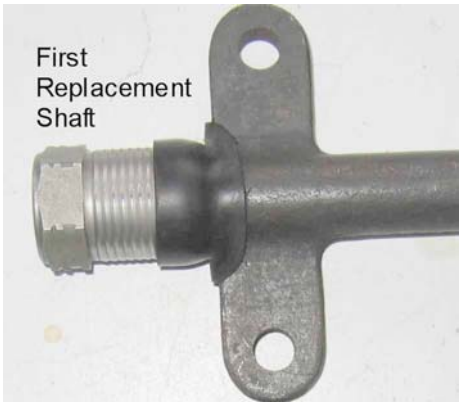
Things to notice about the replacement shafts:

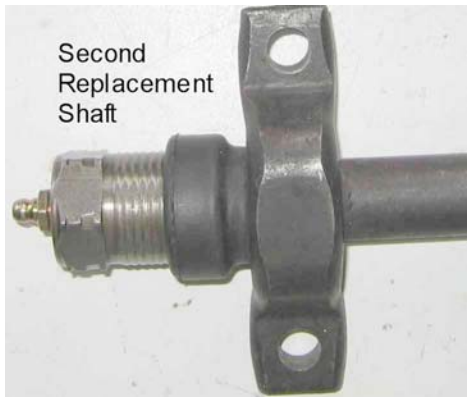
1. The first and second replacement shafts are quite different. The second replacement shaft looks almost identical to the original shaft (nice!) but the first replacement shaft looks quite different. This is unacceptable for quality restoration of an original car.

2. In the picture, all the bushings are screwed all the way down onto the shafts. Note on the second replacement shaft that the right bushing does not screw down nearly as far as the left bushing (because of defective threads).

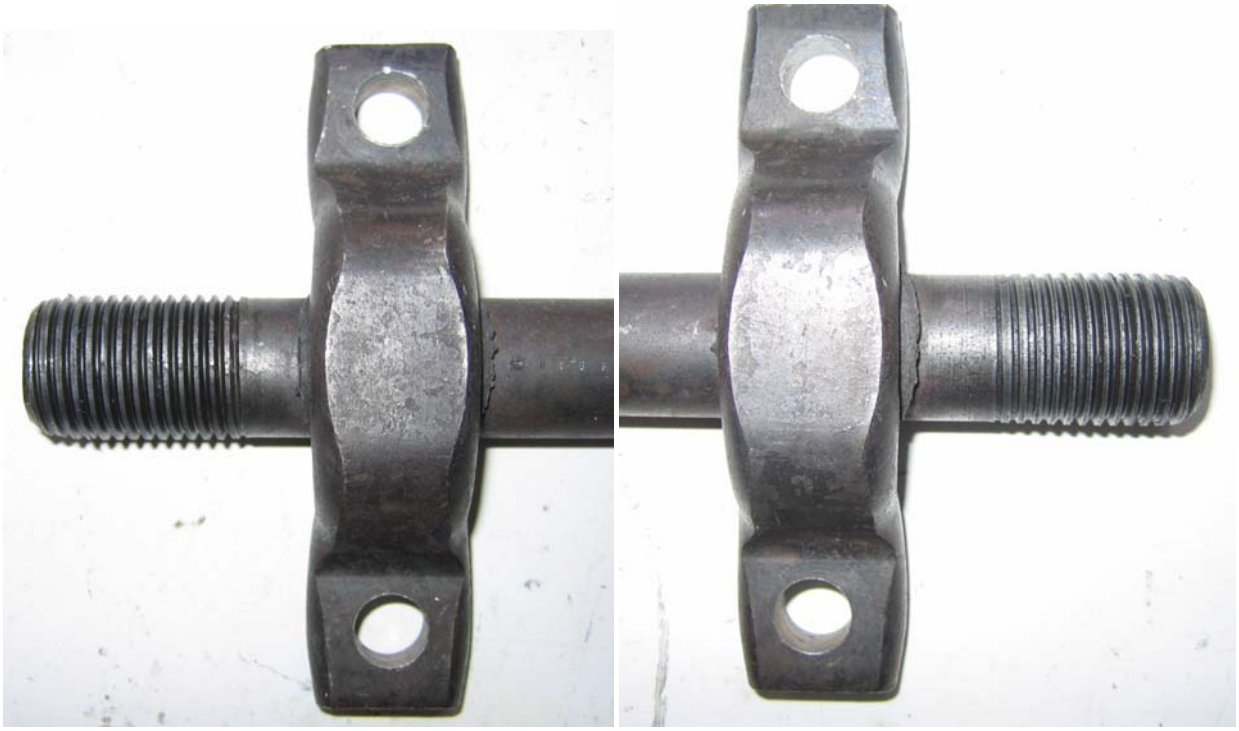
3. The first replacement shaft will work. However, there is considerably more play in the bushings on the shaft than on the second replacement shaft. The bushings on the second shaft feel like they fit well with little play. For this reason and because the first shaft looks much different, I'm returning the first shaft along with the defective second shaft for replacement.

4. Note the very different rubber seals for the first and second replacement shafts. In the following picture, the seals are installed and the bushings screwed down onto the shafts. The seal on the first replacement shaft seems "Mickey Mouse" and cheap compared to the other.





The picture below shows the threads on each end of the second replacement shaft.



The threads on the left end look good and feel good when the bushing is screwed down onto it. But note that the last few threads (threads nearest the center) on the right side are not cut as deep as the initial threads and are not cut as far down on the shaft. This is what prevents the right bushing from screwing down as far as it should. This is the shaft that Troy said he personally checked.

Solution.

Hopefully you understand the problems. Here is what I want:

1. Replace both shafts with shafts like the second replacement shaft, including the better quality rubber seals.

2. Insure the bushings thread down the same distance on both ends.

3. Insure the bushings thread down easily and smoothly by hand. Insure they fit snugly (like the second replacement shaft) and are not too loose (like the first replacement shaft). Do this with the seals removed.

4. Screw the bushings down on the shafts without the seals and insure there is no more that 12 3/8 inches between the bushing mating surfaces (the bushing surfaces that mate to the control arm) as in the following picture. The distance may be less than 12 3/8 but must not be greater.

5. Ship the replacement control arm shafts as soon as possible and notify me when they ship.

6. Reimburse me for $24.88, my expense for the first return of the defective shafts.

Thank You,

Larry Gorden