

## VJ Traveler

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**From:** VJ Traveler [vjtraveler@comcast.net]  
**Sent:** Saturday, January 25, 2014 3:10 PM  
**To:** 'parts@harborfreight.com'  
**Subject:** Request for missing parts for Engine Stand Part # 69886 purchased at Apopka, FL store

**Importance:** High

I purchased the engine stand part number 69886 on March 13, 2013 at your Apopka store.

I did not open it up to assemble it until last week to use on a new engine project.

I found that all four "Mounting Arms" for the unit were missing, thus it cannot be used at all.

I have attached the receipt and the scan of the assembly manual page showing the missing "mounting arms".



Jochim - receipt  
for engine st...



Jochim - scan of  
manual showin...

Please send the missing "mounting arms" to me at:

Vance Jochim  
12619 Milwaukee Ave.  
Tavares, FL 32778

Note: I tried your customer service website and your customer support phone lines and they SUCK and do not work. Here is what I posted on your Facebook page – you need to be more responsive to customers. I cannot work on my engine until I get the missing parts.

Your customer service SUCKS. Today, Jan. 25, 2014, Your website would not allow me to submit this complaint about missing engine stand parts (see below - it said "Sorry, message could not be sent"). My first call to your customer support number of 800-444-3353 got "Dennis" and then the connection dropped. A second call again to 800-444-3353 connected with "Marie" who put me on hold and the line AGAIN dropped dead. (about 2:50 pm. She was in California.)

Here is the issue...(see scanned attachment of manual showing missing parts)

I purchased engine stand # 69886 at the Apopka store and when I went to assemble it last week, I found it is missing the four "mounting arms" that connect the engine to the stand. Thus the engine stand is useless until I get the missing mounting arms. I need you to send them to me: Vance Jochim, 12619 Milwaukee Ave., Tavares, FL 32778. I have the receipt and a scan of the manual page that shows the missing parts.

The website would not let me submit the message:  
Thank you for your message! We will respond soon.  
Sorry, message could not be sent!  
vj

*Vance Jochim*

## **Lake County Fiscal Rangers**

Chief Fiscal Watchdog

Volunteers Searching for Ways to Improve Local Government Fiscal Management, Efficiency & Effectiveness

Tavares, FL 32778 (Lake County)

Mobile: 352-638-3578

[FiscalRangers@comcast.net](mailto:FiscalRangers@comcast.net)

[www.FiscalRangers.com](http://www.FiscalRangers.com)

TWITTER: @FiscalRangers

**"FiscalRangers" page on Facebook**

**YouTube:** **NEW 6/2012** - Videos of local political candidate forums and other meetings, like North Lake County Hospital District & Lake County Legislators' Delegation annual forums - visit the youtube channel "FiscalRangersFlorida"

[CLICK HERE to see recommended internet links](#) related to Local Lake County government fiscal issues.