

7/26/13

Dear Mr. Ryan,

My left foot had to be amputated on June 12 at Boston Medical Center because of an unfortunate incident. I have been recovering with my brother in Brewster, MA.

On 23 July your driver Dave was taking me back to Brewster from Boston in a chair van. A truck passed us at a high rate of speed and a large piece of debris flew off it. This destroyed the front windshield of your van and almost caused very serious injury your driver Dave. The object struck directly in front of his face.

Your driver's reactions to this were textbook perfect. He shouted at me to cover my eyes. He put on the '4-way flashers'. He took his foot off the gas gently slowing us from the 55MPH we were going. He took an exit and examined me for any injury. Dave did not swerve or jam on the brakes; his reaction was textbook perfect.

I know what good driving is. I have a class A Commercial Driver's License and am a retired trucker; I owned my own trucking company and was permitted in 36 states. I am now retired from trucking, but in the years I was doing it, 'I saw it all'. Your driver Dave is the best.

Just 15 minutes after this incident I was in a new van which was promptly dropped off by your company, and Dave and I finished the trip.

Should law enforcement catch the irresponsible truck driver who left unsecured debris open to fly out, let me know. I would be glad to testify as a witness. Likewise if your insurance company would like to contact me feel free to give them my contact information.

God bless Dave. He protected me. I hope he is not shaken up by this incident, the object missed his face by inches.

Respectfully,

Norman D. Reynolds, and the family which loves him,
Dr. Robert Reynolds MD, Kathy Reynolds, Dr. Karina Reynolds MD, Lt.
Christopher Reynolds USMC, Nick Reynolds and Timothy Reynolds.