



## James David "Big Dave" Henson

April 14, 1956 - December 15, 2020

James David "Big Dave" Henson

Without doubt the timing was not of his choosing when James David "Big Dave" Henson, 64, left this world and those who loved him suddenly, Tuesday, December 15, 2020. He was a middle child with beautiful brown eyes born April 14, 1956 to the late John and Nenie Henson.

Following graduation from Sheffield High School in 1974, David started working at the first of many car dealerships in Memphis that ultimately drove him to tell his wife one day in 1994 that he had a great idea for a business and Warranty Matters came to be. His straight shooter work ethic was quickly recognized by dealers from one coast to the other. David traveled to train, consult and audit dealership staff in the complex world of warranty compliance and procedures one morning waking up in Portland and going to sleep in Miami. David was a walking talking policy and procedure manual and understood General Motors warranty policies better than they do.

David was in his element conducting warranty training clinics that benefitted hundreds of dealership staff, writing a monthly newsletter and was the brains behind what we dubbed The Big Book, a complete guide to processing a warranty claim. David was valued as an outsourced auditor for Jaguar-Land Rover, Ferrari-Maserati and Sterling trucks. He was a trusted expert witness.

It didn't take you long to figure out a short conversation with Dave was impossible. Often cranking out manifestos to some of the best in the business he was a man of his word. His handshake was worth more than a signed document. Throughout all his accomplishments it was the people he worked with and for that mattered to him. He assembled a band of brothers and a sister in this industry. He valued his friendships. He chose you carefully. You know who you are.

It was a good day for Big Dave when he could fish from his vintage Bass Tracker but it was buying the farm in Hardeman County "Camp David" that won his heart and where he married his once in a lifetime love, Robin, 30 years ago. Together as Team Henson, made the most of the farm, traveled together for training clinics and laughed every day. Big Dave was one funny guy.

In addition to his parents, he was predeceased by one of 2 best friends, Phil Agnew. It is comforting to think they are having a swig of Jim Beam and Canadian Mist right now. John is missing you both.

He is survived by his wife and steadfast companion, Robin Schruers Henson, brother John Henson Jr., his wife Charlotte and their children, his sister Gail Brown, her husband Randy and their children. Also missing David are his devoted pets, Hardee and Kramer.

Due to Covid-19 there will be no calling hours. The family will announce plans for a gathering at "Camp David" in the spring. If you would kindly consider memorials may be made to Memphis Animal Services or The Humane Society of Memphis and Shelby County.

You leave me smiling through my tears, David, I will always love you.