

Ray,

I want to express my appreciation and thanks to you and the entire staff at Ride Away for making the purchase of my Sienna Rampvan an enjoyable experience. From the drivers who transported me to your facility and home again, to the staff in the front showroom who always had a friendly hello, to the mechanics in the back shop, I was always treated with kindness and given courteous attention.

Everyone was great, but I must single out a few individuals for special recognition.

Thank you to Nelson for being so patient while making modifications to the van and then adjusting them until I felt comfortable with them.

Thanks to you, Ray, for taking the bullet and going head-to-head with formidable Faye at the VA.

Thank you to Charles Brown for spending a frustrating day at Virginia's DMV trying to get my license plates and still being in good humor when he hand delivered them to me at home that evening.

No mere "thank you", however, will ever be enough to express my appreciation to Crystal. The VA made the acquisition of this van a year-long, tedious and frustrating experience. There were several times I wondered if the goal was worth the effort, but Crystal was always there with her cheery support to keep me on a positive track. She went the extra mile hand-in-hand with me (and sometimes without me) to hurdle every roadblock that stood in the way. In this past year, Crystal proved to be an outstanding sales consultant for Ride Away, and, as a result, I have a vehicle that has given me a new freedom. But more importantly, Crystal proved to be a wonderful, caring, giving person, and, as a result, I found someone I am grateful and proud to call "friend".


Bruce K.