

Dear Mr. Lore:

I did a thorough search of businesses that specialized in vehicles converted for handicap use and made a decision to drive a long distance from my home in Morristown, NJ, to one of your satellites in Norristown, PA. All I can say is that I'm glad that I did.

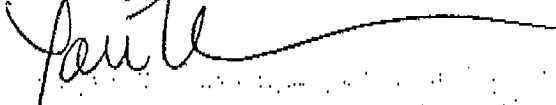
I'm writing to you to tell you what a positive experience I have had with your company. All my phone calls were answered promptly, who ever I spoke to was courteous and knowledgeable; what ever dates I set for pick up and delivery were kept, and every problem that arose with the vehicle to date has been repaired and so forth.

I want to mention each of the individuals I have dealt with: Jon Kulesa, General Manager, Scott Doyle, Mobility Consultant, Steve Taylor, Service Manager, and Favaz Dar your service technician. Each of them is very good at what they do.

It is not easy to cope with a long-term disability. Everything is a chore. Customer service is something that comes from "the top." If this is how you run your business, then you also deserve some credit.

Again, when you speak to your Pennsylvania crew, tell them they have a satisfied customer.

Sincerely,



Yair V.

Cc: Jon Kulesa