

Dear Mr. Lore

In view of a situation that required my Van to be serviced recently, I think it is important for you to know how my circumstance was handled by your service manager, Pete Potvin and your service tech, Ben Goupil.

To sum it up in one word, I would have to say, MAGNIFICENT. Pete did all he could, to see to it that the part needed, was snipped in as soon as possible. In the meantime, due to the fact that the part delivery was going to take more than a few days, and your company had no rental vans available, your service tech, Ben, was able to jury rig my ramp so that I was able to use my vehicle. He really went out of his way and showed a remarkable knowledge of the vans systems to override the system temporarily so that I could use my van. This is the second time that your staff, specifically, Pete and Ben, got together and got me back on the road as soon as possible. All of your people have always been very courteous and understanding with regard to the problems that confront me whenever I have had a problem. They are obviously a reflection on your management philosophy and training programs. I will continue to boast and recommend your company whenever I am asked about a conversion van.

Thanks again for getting me back on the road.

Respectfully

A handwritten signature in cursive script, appearing to read "Tony R.", written in dark ink. The signature is positioned below the word "Respectfully" and is partially overlapping the bottom edge of the page.