

Dear Mr. Lore.

I want to tell you how very special your E. Hartford CT location is. Despite the many problems with my '95 Ford Windstar, they have never let me down. They have worked miracles time and time again. I would very much like to say it is important that you are aware of the quality team you have in East Hartford.

Your staff, Amy on the front desk, Russ at the service desk, Bill Anderson who was in service, Tony in the garage and Chris at the helm, are the most considerate and qualified crew to be found.

My deepest thanks for all you have done for us and, sadly, what you probably will do in the future.. Don't ever change, you are the very best in the field.

Sincerely,

A handwritten signature in cursive script that reads "Jo-Anne P".

Jo-Anne P

