

Mark Lore
President

Dear Mr. Lore:

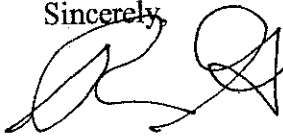
I am writing to express my extreme satisfaction with some work I had done recently at your Manchester facility. Produced in 2007, my van lacked a shoulder restraint for the middle seat in the rear bench. Since I occasionally need to put three people on that bench, I asked your Service Manager, Pete Potvin, if it was possible to add a shoulder restraint.

Pete and a couple of his staff examined my van carefully and an interesting discussion ensued. The main issue that Pete stressed over and over again was safety. He was determined that whatever solution they arrived at would provide the greatest safety possible.

I'm happy to report that the work was done to my complete satisfaction, on time and slightly under Pete's original estimated budget. If at all possible please pass along my thanks to Pete personally.

I'll end by congratulating you for having a business so focused on customer satisfaction and safety. It's conscientious employees like Pete that make all the difference!

Sincerely,

A handwritten signature in black ink, appearing to be 'Ray G', with a stylized, cursive script.

Ray G