

February 17, 2005

Mr. Igor Frank
President, Burbank Body Shop
149 E. Providencia Ave.
Burbank, CA 91502

Mr. Frank,

This letter is written to commend your management and personnel staff for superior performance demonstrated in the restoration of my 1993 Chevrolet S10 Blazer. On 02/08/05, Mr. George Mondragon personally facilitated this effort by addressing all my concerns, offering methodological options, and recommending a preferred repair approach within my budget and outcome expectations. His project coordination with Mr. Mario Del Aguila's artistry and detail-orientation in process painting proved exceptional in repairing my vehicle to a flawlessly beautiful condition that exceeded my perfectionist-oriented standards.

Mr. Mondragon's and Mr. Del Aguila's professional expertise, personable customer service, and attention to detail has fostered genuine value above and beyond your competitors and is very much appreciated by this customer. Consequently, your shop team's efforts have nurtured a positive relationship and my continued business while exemplifying your company mantra of "only if you want things done right". Please accept my personal appreciation and commend your team for a job well done.

Sincerely,

A handwritten signature in black ink, appearing to read 'K. Robledo', with a long, sweeping horizontal line extending to the right.

Kenneth A. Robledo
CPO, USN, (Ret.)