

Vickie McConnell

March 9, 2004

Mr. Igor Frank  
Burbank Body Shop  
149 E. Provencia Avenue  
Burbank, CA 91502

Dear Igor,

Please accept my sincere gratitude for taking such good care of my truck.

You did what you said you would do...  
at the price you said you would do it..  
and you did it ON TIME!!

In addition, a couple of details were corrected without hesitation or complaint.

Special thanks to Fernando, Norma and Abel.

Warm regards, Vickie.



cc: Ken Moore

P.O. Box 8745  
Universal City, CA 91618-8745