

July 28, 2009

Cromwell Automotive, 2060
Mr. Rodney Bitgood
263 Main Street
Cromwell, CT 06416-

Program Compliance Evaluation Second Quarter (April - June) 2009

Dear Mr. Rodney Bitgood,

As you may know, Applus+ Technologies is primarily responsible for the administration of the Enforcement Action Plan to ensure that each inspection station and their inspectors adhere to program requirements.

To accomplish this, continuous monitoring is performed each day through a variety of Applus+ and Department of Motor Vehicle (DMV) quality control audits. Within the provisions of your Program Participation Agreement, these quality control audits include *Covert Vehicle*, *Field Overt Observations*, as well as *Digital Audits*, which are statistical reports based on test data. Motorist feedback and complaints are also taken into consideration as part of an overall compliance evaluation.

Our office is pleased to inform you that your Test Center has successfully completed the second quarter of 2009 (April - June) with no infractions reported.

We recognize and appreciate the outstanding performance your Test Center is representing on a day to day basis. We ask that you please continue to make every effort at your Test Center to consistently provide the same level of customer service to ensure program integrity and motorist conformity.

Best Regards,



Mario Daponte
Program Manager
Applus+ Technologies