

David A Greaves

December 2, 2009

Dear Staff at Cromwell Automotive;

I want to thank the Cromwell Automotive Staff for finally solving a problem with my 2004 Volkswagon Jetta that I recently had.

I rely upon Cromwell Automotive mechanics for honest and truthful analysis, which is exactly what I get.

Although the problem was difficult enough, the difference is that the mechanics at Cromwell Automotive cared enough about the customer and what you do, to finally solve the problem.

I am proud to say that, unlike many repair shops around today, in your case it is obvious that customer service means excellence, fair charges, sophistication, respect for the customer and the car, humor and especially warmth.

You performed the work in a workmanlike manner and I am most satisfied with the result.

I feel confident leaving my vehicle in your good hands, and I have no hesitation in recommending Cromwell Automotive to all my friends!

You did a terrific job and I appreciate it.

Sincerely

A handwritten signature in black ink, appearing to read 'David A Greaves', with a long horizontal flourish extending to the right.

David A Greaves