

20 January 2007

Dear Younan,

Thank you for your efforts in reconstructing my El Dorado. With the exception of the rear bumper molding, everything seems to be in proper order. In fact, people have wondered out loud how a twelve-year old car can look so new. I appreciate all you did for us.

In particular, I thought it very decent of you to pick up the last leg of my auto rental expense. That went a long way toward total customer satisfaction.

Finally, the last-minute work of your mechanics in solving the problem of the sticking emergency brake impressed me to the point of wondering if your shop still does routine mechanical repair. The person who used to service my car at your facility was named Leroy; I finally remembered.

May you have a prosperous new year, and once again thanks.

Cordially,

*Ken Batkovic*