



September 16, 2008

Cylinder Head Exchange
2881 West Prospect Rd
Ft. Lauderdale, Florida

Frank,

I received the cylinder head today as you stated I should, arrived right on time. I wanted to let you know how much I appreciate the fine service that I received from you. When I first called I had no idea how much effort you would put forth to try to accomodate me and my needs. When I first called you did not have a cylinder head in stock but you looked hard for one. even had me email pictures of the cylinder head I needed. Man, you don't find people like you often. I was so impressed with the way you handled this transaction. The cylinder head looks great. I am very impressed with the workmanship and overall repair of the head, especially when the head had such extensive damage as this one did. You have made me a customer. Any future cylinder head needs that may arise you will definitely hear from me. I had found a used head for \$175.00, but chose to have you repair my head instead, mainly because of how hard you worked to help me.

Thanks again,

Jerry Taylor
Brown Subaru
4300 S. Georgia
Amarillo, Texas 79110

A handwritten signature in black ink that reads "Jerry Taylor". The signature is written in a cursive style.



Jerry Taylor
Assistant Manager

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