



October 14, 2009

Action Transmission
Attention: Charlie
10936 Wiles Road
Coral Springs, FL 33067

Dear Charlie,

I purchased a Dodge Grand Caravan with 18,000 miles in 1997. In 2001 my van (now with 125,000 miles) started experiencing transmission problems. My personal and company mechanic Randy from Complete Auto Care recommended using your company for my transmission work. I am sure glad I listened to his advice!

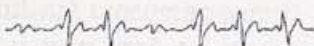
Your price was fair and your service was exceptional. You got me back on the road in just a couple of days. I especially wanted to tell you that I drove my van till the end of 2007 and I racked up 315,000 miles with no other transmission work ever needed.

I always said that I was going to write and tell you what happened. I apologize that I took so long to say thanks for a job well done.

Regards,

Mark Hellender

Mark Hellender



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