

From the desk of:
Craig and Cynthia Hennings

May 24, 2004

Sunset Auto Imports Service
1300 n. Boulder Hwy. Suite E
Henderson, NV. 89015

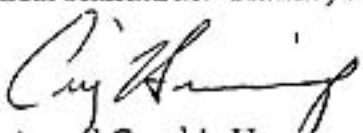
To The Staff at Sunset Auto Imports:


We would like to extend to you our sincerest gratitude for all that you have done for us in the care of our vehicles during the time we lived in Nevada. We were always treated with courtesy and kindness by everyone there and wish that we could find a local shop here that could measure up to your quality of service and standards and professionalism.

I'd like to briefly describe the two last instances in which you should be commended. Firstly November of 2003 we called your shop because the alternator in our van was going out. The shop was only open a half day and you were already full, but you said you could squeeze us in. We were so grateful as we were leaving in the early evening to drive to Salt Lake City. After the repair it was discovered that the warranty company that the van was covered by was closed so you were not able to collect payment. Of course it isn't customary to let a client drive off after just paying the deductible, but as you'd dealt with the warranty company before you kindly let us take our van so we could get going for the holiday. Upon returning from our trip the van was acting up again-the same thing. You had us bring it back into the shop and fixed it without further payment. THANK YOU!!!

Most recently, the alternator went out after six months as it was faulty. Since we'd moved back to Washington we had to take it to a local shop to have it replaced. The warranty company said we'd have to take it back to the shop it was replaced at in order for it to be paid for. Well, it's quite a drive from Washington to Nevada! So we contacted your business and you said you'd reimburse us for the labor since the part was under warranty. Two weeks later we received a check from you. You were so pleasant to work with and under these circumstances most places would not have been at all! THANK YOU SO MUCH!!!

It is refreshing to deal with a business that has courtesy, quality of work, and high ethical standards. Thank you again, and God bless.


Craig and Cynthia Hennings


Cynthia Hennings