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Prudential Americana Group, REALTORS®

Henderson, NV 89052

12/14/2004

To: Sunset Auto Imports Service, Attn: Service Manager

From: Bob Wickman

Subject: Car repair on my 1989 Ford Crown Victoria

This letter is to commend you and your staff at Sunset Auto for a job well done. I had work done on my 1989 Crown Victoria on two different occasions. Each time I was presently surprised and extremely happy not only with the service, but the professionalism of you and your staff.

The first time I had work done, I was treated with respect and had each repair item explained **thoroughly BEFORE** the work was done. I had paid for the car and drove it home. A week after I received a phone call from Nikki regarding a follow up call to see how the car was working. That is something that has **NEVER** happened to me ever from **ANY** other dealer or car repair shop.

The second time I had work done on my car, I had to bring it back because it was not working properly. I brought it back on a Friday, one of your busiest days, you fixed it at **NO** charge and I was on my way in less than 2 hours!

It is nice to see that customer satisfaction is your number one priority. I will **HIGHLY** recommend your business to everyone that needs an honest and reliable car repair shop.

Your shop did a great job! Thanks again for your help!

I wish you continued success in 2005!

Respectfully,

Bob Wickman, GRI

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