

JR Montelongo

From:

Sent: Wednesday, September 13, 2006 10:12 AM

To: jr@mathewscarsen.com

Subject: Recent repair of my new Volvo XC90

Dear Mr. Montelongo :

I am writing to tell you how much I appreciate the treatment and the quality of work performed by you and all of your staff. I am sure there are people who criticize everything and who are impossible to please who may make their feelings known. I am also sure the the overwhelming majority of customers who are well treated and have their work done efficiently and with pride never take the time to acknowledge all of you.

I wish to emphasize then in writing that Volvo and Carlsen should be very proud to be represented by your personal treatment of the customer and the quality of the work you perform.

After what looked to me like a devastating accident with extensive body damage five days after I took posession of this car , it has been restored to its pristine , just delivered to the showroom condition.I couldn't be more pleased.

Thank you all :