

Feb 21, 20123

Mr. Steve Trobaugh

Lake Orion Master Radiator

50 Clarkston Road

Lake Orion Michigan, 48362

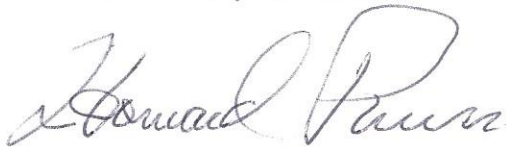
Steve,

I would like to thank you and your team of technicians for the excellent service I received on the servicing of my 2000 Yukon.

The vehicle brake system required servicing due to a loss of system pressure. Your technician diagnosed the issue quickly, replaced the brake fluid, removed the air from the system and reset the ABS unit to the proper settings.

After the service I realized the vehicle brake system has been out of specification for a long period of time. The Yukon now stops identical to the day the Yukon arrived in my driveway.

Thank you and your team

A handwritten signature in cursive script that reads "Howard Puuri". The signature is written in dark ink and is positioned below the typed name.

Howard Puuri