

5856Vista Ridge
Kalamazoo, MI 49009
January 16, 2006

Mr. Joe Townsend
General Manager
Dunshee Body & Frame, Inc.

Dear Joe,

On behalf of Nancy and me, I would like to thank you once again for the prompt, professional job you did repairing her 2003 Highlander rear bumper cover over the Christmas Holiday period. It was the result of an unfortunate 'bump and run' incident in a parking lot- not knowing the responsible party is frustrating, but a 'Better than New' repair lessens the sting.

Not only was it completed in less time then anticipated, but the entire vehicle was washed and detailed inside and out! It was quite dirty when we left it due to the weather; yet the professionals at Dunshee had it looking and smelling like it hasn't for some time at pick up. The fit and finish duplicate the original factory look quite well in addition.

My one regret is that Ken Draayer was not able to be a part of the process. We were deeply saddened with the news of his passing on, and send our deepest sympathies to all of the staff at Dunshee who will certainly miss his leadership and caring attitude.

Once again, thank you to everyone involved in our repair. Everyone involved, from estimation, scheduling, repair to delivery was outstanding as usual.

Sincerely,

A handwritten signature in black ink, appearing to read "Brad Houck", followed by a horizontal line extending to the right.

Brad Houck