

November 13, 2006

Joe Townsend, General Manager
Dunshee Body & Frame, Inc.
6585 W. KL Ave.
Kalamazoo, MI 49009

Dear Joe:

What an outstanding organization you have in Dunshee! Everyone from the cheerful and helpful people who answer your phones to the workers who repair and detail the cars are consummate professionals in every sense of the word. Dunshee doesn't just talk about customer service, Dunshee lives it!

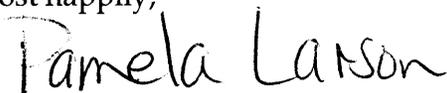
I'd heard great things about your "shop" for many years, but didn't need your services until I had elective surgery done on my brand new Toyota Camry. The elective surgery consisted of "uninstalling" an after-market sunroof. Unlike other after-market sunroofs I'd had installed on various cars over the years, this one apparently interfered with the perfect aerodynamics of the Camry, causing an intolerable amount of wind noise with the sunroof closed. My beautiful, wonderfully quiet new car was now the source of heartache every time I drove the car. After 15 months of exhausting every possible solution to the wind noise problem, I decided to start over and have the entire roof of the car replaced. No more sunroof.

It was an expensive solution and a drastic step to take. But as mistakes go, I guess I've made worse. But hiring Dunshee to do the work was not a mistake; in fact, it was one of the best decisions I've ever made and I'd make it again in a second. Not only did you do an exceptional job "ripping off" the old and installing the new, you detailed the car inside and out before you gave it back to me. Wow! And when you noticed the wayward welder's sparks that had settled on the back seat upholstery, you had that upholstery ordered and installed within a week after I picked up my car. And you returned my car detailed and cleaned *again*, inside and out. Wow again!

That's what I call exceptional workmanship and exceptional customer service. Other companies should take lessons from Dunshee on how customers should be treated. This world would be a much better place if your example were replicated by others.

Thank you, Joe, and thank everyone who took my noisy Camry and gave me back my blissfully quiet ride. It was a pleasure dealing with everyone associated with Dunshee, and I will not hesitate to recommend you to anyone needing work done on their own vehicle, whether it's elective or not-so-elective surgery.

Most happily,



Pamela W. Larson