

1012 – 17<sup>th</sup> Street N. W.  
Puyallup, WA 98371  
6 July 2008

Russ Dean Family RV  
ATTN: Mr. Dean  
3200 Octave  
Pasco, WA 99301

Dear Sir:

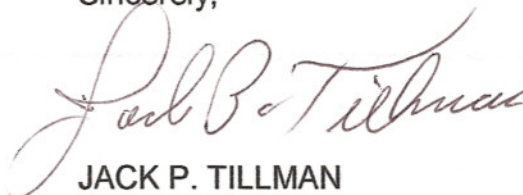
We are writing in appreciation for the outstanding service and manner in which we were treated when we took our Deluxe Mobile Suite into your facility for repair of structural problems.

We were recently at your RV Repair facility to have some work done on our Deluxe Mobile Suite. In doing so, we were assisted by your Service Manager, Jason, Service Writer, Laura, and Service Tech, Nick. We very much appreciated the professionalism by all three. This was displayed not only by their unfailing courtesy and respect for us as a customer, but also through their workmanship.

In appreciation of this exemplary treatment, we wanted to write to you to let you know how much we appreciated the overall performance and service provided by your facility. If we have any future repairs needed on our RV, we shall return to your RV service center.

Thanks to your people and kudos to you for having such an excellent service staff represent you.

Sincerely,

A handwritten signature in cursive script that reads "Jack P. Tillman". The signature is written in black ink and is positioned above the printed name.

JACK P. TILLMAN  
Grateful Customer