

BAX Global Inc.
Latin America & Caribbean Region
9905 N.W. 17th Street
Miami, FL 33172 USA
Tel: 305.929.2190
Fax: 305.929.2184

Transportation and Logistics Worldwide



January 6, 2004

Prestige European Auto Service
811 NW 1st Street
Ft. Lauderdale, FL 33311

I was taking my car to Warren Henry in North Miami till I got gouged and my intelligence questioned. A year ago my car developed a leak from the steering rack. Despite me telling the dealer service rep to fix the rack, they proceeded to replace suspension ball joints and other front-end work totaling over \$2,000 while the steering still had the leak. That is when I decided to bring the car to you; about a year ago. I have since had the car serviced at your place for brakes etc as well.

Well, the reason for the letter to tell you that for the first time ever, I have found an independent shop to be more professional, more courteous, more capable and have better follow-up skills than all dealers and independent shops I experienced. I refer to your establishment, Prestige. These skills seemed lost among most such automotive businesses in South Florida who don't seem to want a customer for the long term.

I must say I am most pleased by the service that Mike and you provide. This is the first time ever that I have taken the time to write a letter to say thanks. You and team at Prestige have earned my respect and my business. I will be most happy to recommend you to anyone. Keep up the good work and best wishes for 2004.

Sincerely,

Tony Choudhury

