

MSquare Company, Campobello, SC, www.martin29322.com

TO: Advanced Automotive, Inman, SC

From: Mike Martin

Date: May 07, 2012

Dear Ivan, Kathy, and all;

For more than ten years, Advanced Automotive has serviced our cars and boats. And, as easy as it is to just ignore good service, because of a recent incident I have to put into writing my appreciation for all you do for us.

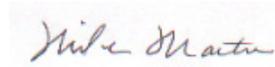
As my Buick Lucerne approached the end of the powertrain warranty, I repeatedly told the dealer there was a 'bump' when the transmission shifted from 1st to 2nd gear. Repeatedly they told me they 'could not duplicate the problem.' Of course once the warranty had expired, the dealer acknowledged that to fix my problem I needed a new or rebuilt transmission and the rebuilt one would be over \$3000.00.

So I bring my Buick to you guys for the transmission work. I'm not going to give the dealer \$3000 to do what they should have done under warranty. I left my car with you for the day and when I picked it up you told me you replaced a motor mount. My bill was \$300.00. The 'bump' was gone. And after almost 100,000 more miles on my Lucerne, it is still gone and the transmission is doing fine.

Ivan, you know we never question a bill from Advanced Automotive. If you had charged us for a transmission we would have willingly paid it. This example of your honesty and your crew's expertise in analyzing and repairing our Buick, our Ford, our GMC, our VW and our boat motors (and their transmissions) happens all the time and I want to take this opportunity to thank you all for your outstanding service.

As a footnote, we also appreciate the heads-up you give us when periodic maintenance is due on one of our vehicles. We believe, as you do, that periodic maintenance is cheaper in the long run and keeps us from being stranded on the roadside. I figured it up and you have serviced our vehicles for over a million miles without a single breakdown that required a tow-in.

So Ivan and Kathy and all the gang at Advanced Automotive, thank you from our hearts and from my wallet! We do appreciate you!



Mike Martin