

April 3, 2015

Dear Jeff and Dave Graybill, and All-Pro Staff,

I would like to thank you for all your hard work and dedication to helping keep my '98 Accord up and running since I've moved to this area. That car moved me to college in Virginia and back, and has spent the last eight years carrying not only me, but my son as well, to so many fun and exciting places in life. It would not have lasted so long had I not serviced it primarily at your shop for the past 4 years. I've depended on you when I've needed you most, and you came through every time. Your quality work and customer service has exceeded my wildest expectations for an auto shop, and I greatly appreciate all that you've done for my family and me.

When my car finally became too expensive to keep running, I trusted you and your staff to help me choose a new vehicle to keep me going. You knew my familial and financial circumstances, and you provided several quality options for me to choose from. I am very excited to see where my (new to me) Jeep will take my family and I in the coming years, and I know I can rely on your business to keep it running for a long time.

You and your staff have shown exemplary customer service not only to me, I see you give it to every customer who comes in your door every day. Your business is an excellent model that other auto shops must strive to imitate. Keep doing what you're doing, because when I think of quality auto repair, my thoughts always turn to All Pro Automotive.

Many thanks from a very satisfied customer,

Jackie