

July 29, 2002

To all potential Pacific Car Care patrons:

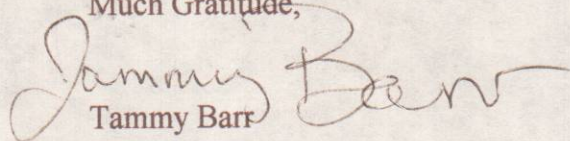
My name is Tammy Barr and I took my mini van in today for a check up and oil change at Pacific Car Care. I had a feeling there were problems with my van. I told Ken that I was planning a drive to Florida with my two young children and wanted to make sure my van was up to the long drive. I knew being a woman and under my circumstances I was easy prey to an auto shop. However, I was so incredibly surprised with Ken's review that I feel compelled to write this letter of gratitude and praise!

Ken informed me of the repairs that needed to be done, but said that it was not imperative that they be done today or even at his shop. May I mention that the repairs came close to \$800.00. He went into great lengths to find out what my travel plans were and helped me compare the value of having the car repaired and travel expenses, verses selling the van and flying instead. He then even went as far to talk about the differences and logistics of buying here verses in Florida.

WOW! It's very difficult to find an honest auto shop, especially for a woman. I am just in such shock! Pacific Car Care has maintained their integrity and employ good people. I have never had such a positive experience with having my car serviced before!

I highly recommend that everyone exclusively have his or her cars repaired and serviced at Pacific Car Care! They deserve your business!

Much Gratitude,


Tammy Barr

206 933 0922