

To Whom it may concern:

This is an unsolicited letter of appreciation to Ken and Pacific Car Care. Finding a reliable and reasonably priced mechanic is not always the easiest venture. Having lived in the SW Portland area for over thirty years, I've been to several in my locale. I am greatly pleased to know I have finally found one I can always count on. I recently had a complete front and rear brake job (including new rotors, etc.) and the price was much lower than I expected. Just out of curiosity, I checked with a couple competitors and they weren't even in the same ball park. Les Schwab wanted nearly \$300.00 more, and Keith's Automotive was almost \$200.00 more than Pacific Car Care.

More than the price, however, is the way I am always treated fairly and with the utmost respect. Ken makes it a point to thoroughly explain the process and all the necessary repairs. He also makes it clear what things do not need to be replaced and why. In other words, he doesn't try to tack on additional, needless parts or labor and he always tries to educate me without talking down or insulting my intelligence. That approach seems so commonplace throughout the industry and I have no tolerance for that. One of the other things I really like about Pacific Car Care is how quick and efficient they are. I do not like being without my vehicle and they don't keep it any longer than is absolutely necessary. I am an extremely happy customer.

Sincerely,

*Charles Heath
SW Portland*