

Freeek's Garage, Inc.

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Fullerton, California 92832-2398
(714) 871-9650

Name: John and Shirley Mignot

Address: 644 Colonial Circle

City, State, Zip: Fullerton, CA 92835-2773

Occupation: Senior Project Engineer

How many times have you used us to repair your vehicles? We have used Freeek's ~~to~~ exclusively for more than a dozen years

What is your overall feeling about our company?

We feel that Dan and Connie are friends and that their team of auto technicians are committed to keeping our cars (Honda Civic and Toyota Avalon) in top condition.

Describe in detail a specific experience with us that you are happy with.

I took our Honda Civic in for an oil change and routine service, and Dan spotted a potential transmission problem. He suggested I take it to the dealer. It was 300 miles until the warranty expired. I took the car to the dealer: they diagnosed the shift problem,

Describe the one or two benefits that you have gotten from us that you value the most. Explain specifically what you've gotten out of them.

1. Dan suggests items to consider or "next time you come in ..."
2. As an engineer and ex-jet engine mechanic, I never think I am being sold an unnecessary repair or replacement part.
3. The staff is well trained and professional. The cars are ready on time or we are called. The estimates are accurate

Thank you very much. We really appreciate your honest answers.

JM (initial) I do NOT mind if you use my name in any or all of your promotional material(s).

Signature J. Mignot

Date July 10, 2002

checked my Freeek's service records, and replaced the automatic transmission. Dan's diligence saved me at least \$1,200.