

**Robinson Automotive.  
1131, Britannia road East,  
Mississauga, Ontario. L4W 1C7**

**Dear Kirk and Michael,**

**Re. Chevrolet Impala LTZ Invoice 22919**

**We should like to thank you and your staff for the excellent service and care you showed us last Tuesday. We showed up, unannounced on an exploratory visit to check out your facilities and to make an appointment for an oil change, and to find out about the "Corrosion Free" undercoating service you advertised.**

**Instead we were greeted by you Kirk, taken for a tour of your facilities, and shown what real service should be! Michael had already undertaken to set our oil change in motion, and, there on the mechanics laptop was the work order etc. Most impressive.**

**On returning from lunch, Michael took us back into the shop area, where our Impala was being serviced and quickly identified areas of concern requiring attention. We were assured that the services needed could be completed on this visit, so we gave the go ahead.**

**Driving home to Waterdown was like having a brand new car back. We must therefore congratulate you and your staff for a job, extremely well done . In this day and age to treat first time customers with the quality of care and attention to detail that you afforded us was nothing short of care beyond the call of service.**

**Your facility and staff certainly lived up to your stated aim "YOUR DEALER ALTERNATIVE"**

**Many Thanks. We shall be back!**

A handwritten signature in black ink, appearing to read "Marion + Iain C. Purves". The signature is written in a cursive, flowing style.

**Marion and Iain C. Purves**