



May 21, 2010

Jon Port  
Ron's Auto Cascade Park  
16211 SE 1ST ST  
Vancouver, WA 98665

Dear Jon ,

We are pleased to announce that Ron's Auto Cascade Park has qualified for a Top Shop Award from AAA Washington. These awards are offered every year to the top-performing AAA-Approved facilities as recognition for exceptional service. Performance is based on customer service scores as measured by returned surveys and the percentage of returned surveys to average number of repair orders for the year. Survey results are compiled for the previous year and awards are given out to those who achieve the highest combined score. You will soon be receiving your award plaque, and our website will be updated to show your facility as a Top Shop award winner. In addition, this accomplishment will be brought to the attention of local news media in your area. A copy of the press release will accompany your award plaque.

Once again, congratulations and keep up the good work!

Yours truly,

John Milbrath  
Vice President  
Automotive Services  
AAA Washington

Tim Pearson  
Manager  
Automotive Services  
AAA Washington

Rob Andrews  
AAR Manager  
Automotive Services  
AAA Washington