



800 NORTH SECOND ST. • P.O. BOX 657  
ST. CHARLES, MO 63302-0657  
PHONE:(636) 946-4313 • FAX:(636) 946-7418

October 27, 2010

Mr. Shift's Transmission Service  
4037 S. Cloverleaf Dr.  
St. Peters, MO 63376

To whom it may concern,

Thank you for the excellent service you provided to our company in September 2010. One of our installation trucks broke down on a Tuesday and we had to have it towed back to our building. On Wednesday you came, picked up the truck, repaired it and had it back to us on Friday.

As a service company that depends on our vehicles, we could not afford to have this truck out of commission for very long. Your company definitely provided us with the fast, reliable service we needed. We know the value of providing quality service in a timely manner and we will use your business again in the future.

Thank you for the outstanding service.

Sincerely,

Jack Witte  
Jerry Kelly Heating and Air Conditioning, Inc.

[www.JerryKelly.com](http://www.JerryKelly.com)