

December 16, 1998

Greg Dumond
Detail Masters
1534 Moorpark Rd. Suite 351
Thousand Oaks, CA 91360

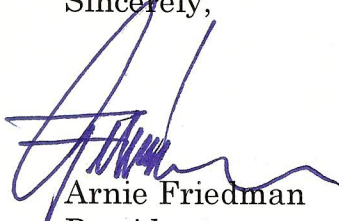
Dear Greg:

It's my pleasure to write this letter commending you on the outstanding service I've received over the past 8 years. As you know, I'm very particular about my cars and will not tolerate less than perfection. Having someone like yourself that I can count on and communicate with is truly the exception to the rule. The quality is always visible.

I'll never forget the time my black BMW had a nasty bird spoil the trunk lid. After using every car care product known to man, I was unable to even budge the deep mark in my paint. When you got my trunk lid to look brand new, I almost fell over. When I asked you how? The reply was tricks of the trade. I call it Magic!

Thank you for being responsive to our needs and looking after the entire CPI fleet of vehicles. Even your rates have always been very considerate. We all look and feel better because of you.

Sincerely,



Arnie Friedman
President