

For your information, with thanks!

May 16, 2009

(In reference to Claim # [REDACTED])

Dear Mr. Rust,

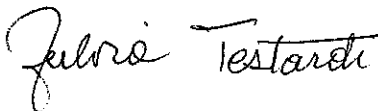
I would like to commend one of the shops recommended by State Farms in Tallahassee, as one that found, and corrected, the problem with my car, where another failed. The shop is Body Builders Paint and Body Shop, at 2814 Industrial Plaza Dr.

This is in reference to Claim # [REDACTED]. I had been hit in the back and I brought the car for repair to a "preferred" State Farm shop that had given us good service before (though we found out that the ownership had changed). When we took the car home, there was a scraping sound from the bottom of the car, as we drove over a small incline at the beginning of our driveway. This had never happened before! So we called State Farm again, and they told us to bring the car back to the shop, and let them take a look at it. But the owner told us that he could see no scrapes in the area where they had worked, and so it was not their responsibility.

After a while, annoyed at the continuing scraping, I finally called our State Farm agent, and they suggested that I take the car to Dave Byler, at the Body Builder's shop, and have him take a look. And Mr. Byler found what the other shop had missed: in the accident the exhaust pipe had been pushed out of its central position, and was hanging too low. After he replaced it, no scraping any more!

I really appreciated his willingness to look, at no charge, and his trained eye in spotting the problem, and I wanted to let you know.

Sincerely



Fulvia Testardi
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