

# HAFENDORFER

## Machine, Incorporated

### H.M.I.

April 27, 2000

MotoMan  
805 Liberty Lane  
West Carrollton, OH 45449

To whom it may concern:

I think it is important for any company to know when one of their employees has gone beyond the call of duty to service a customer. On Monday, April 17<sup>th</sup>, we placed an emergency call to your 24 hour service hotline. Less than 15 minutes later, service technician David Titcomb returned our phone call. David spent an exceptional amount of time exhausting every possible avenue to correct our problem. Needless to say, with his assistance, David was able to get the system up and running so that I could meet my production deadlines the following day.

As a small business, we work long and odd hours and count on MotoMan's 24 hour support. It goes without saying that your quality product and excellent support ensures that our next robot will be a MotoMan.

Please pass a copy of this letter onto David Titcomb, and remind him of how important he is to MotoMan.

Sincerely,

Jim Hafendorfer  
President