



January 29, 1998

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Dear Nancy,

Bosch Automation Technology had a very successful grand opening at our new facility in Novi. I have had time to reflect on the activity required to bring an empty building to a completely furnished and operational facility. This is why I am writing this letter to you.

I was very impressed with your knowledge and the professional approach you used in representing Sonitrol. I was working with you and representatives from several other security companies. You gave immediate answers to questions, suggested viable options, and provided solutions. You were also the most prompt in initiating and modifying quotations.

I was equally impressed with the Sonitrol product. I have responsibility for facilities management at several Bosch locations. If we need security changes or upgrades I will suggest using Sonitrol. Nancy, if this situation occurs and I cannot work with you directly, I will ask you for assistance in locating the correct Sonitrol representative.

I will forward your name to my peers at Bosch in Farmington Hills. I do not know what security system they use or if changes are planned. I will call you after I talk to them.

I would like to thank you again for your assistance, advice and humor. We had a lot of activity to coordinate and tough deadlines to meet on the Novi project. Working with you Nancy, helped remove some of the pressure and made my job easier.

I hope to have the opportunity of working with you in the future.

Sincerely,

Dave Willems

Facilities Manager,
Bosch Automation Technology