

VARSIITY

LINCOLN • MERCURY

49251 Grand River Ave. • P.O. Box 633 • Novi, Michigan 48376-0633
(248) 305-5300 Sales • (248) 305-5400 Service

March 26, 1998

Sonitrol Tri-County Security
Attn. Leo Wanstreet
36528 Grand River
Farmington Hills, MI 48335

Dear Mr. Wanstreet:

When our dealership opened several years ago, we decided to use Multiguard as our security provider. When Multiguard was subsequently bought out by ADT, we began to feel frustrated with the lack of response to our needs and requests. However, when ADT then moved their monitoring operation to Kansas City, the situation worsened. ADT became a faceless organization, completely out of touch with us as clients. That's when we called Sonitrol.

Throughout the sales and installation process we have been extremely happy with Sonitrol. We found that promises were kept, deadlines were met, and the transition was smooth. The installation was prompt, neat, and the systems in both our Dealership and Used Car facilities have been functioning perfectly.

Because of the large number of system users and separate arming areas in each of our individual facilities, there are a lot of crossover users. This made it critical that we receive good ongoing customer service. Again, our Sonitrol representative has continued to be attentive to our needs and give us all the necessary support after the fact.

Thanks for a great job.

Sincerely,

Mike Stanford, General Manager/Vice President
Varsity Lincoln Mercury