

meineke[®]

car care centers, inc.

Eugene J. Zhiss
Vice President
Dealer Communications and Marketing

Mr. Chip Eichelberger

Dear Chip:

Let me thank you again for the outstanding presentation you made to our Meineke Managers at our Conference on Tuesday, November 16th.

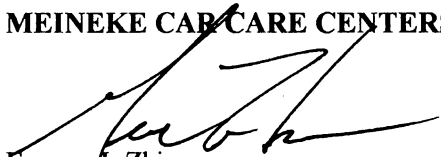
The effort that you put forth in preparing for the presentation was evident. Taking your car to a local Meineke shop, talking to a number of Meineke managers, visiting our dealer Website, attending several seminars during our conference and spending time with Cordell Riley, Ken Walker and I in advance of your presentation all resulted in a message that was on target, exciting, motivating and relevant. Thanks also for your off line ideas that will be helpful to us in the future.

My greatest concern in selecting a speaker for our conventions and conferences is that the message will be applicable to our business and consistent with the conference theme. I want to make sure that the audience will take away ideas that are helpful in the day-to-day operation of their Meineke shops. You hit on all cylinders and your message was matched by your energetic style.

Thank you again for helping us to make our conference a resounding success and reinforcing the message that our managers power the success of the Meineke chain.

Sincerely,

MEINEKE CAR CARE CENTERS, INC.



Eugene J. Zhiss
Vice President, Marketing & Dealer Communications

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