

483 Green Lanes
London
N13 4BS

19 October 2007

Hein Van Gerwen
Managing Director
Toyota (GB) Ltd
The Quadrangle
Redhill
Surrey
RH11 1PX

Dear Hein Van Gerwen

I sent you a letter dated 6 July, the same letter on 9 August and again on 18 September; to which you have not replied. A copy is enclosed.

I like the advert when the woman crashes her boyfriend's model plane. It has the sign off – Yaris Treat it with respect. Perhaps you could extend the same courtesy to your customers.

I thought that Americans were known for their customer service and good manners, but maybe not anymore.

I have given up hope of a reply.

Yours sincerely

Peter Shullot

Enc.