

Ralph A. Puckett, II
252 Dogford Road
Etna, New Hampshire 03750

27 June 2007

Hon. William J. Sprague
Mayor, City of Lapeer
City Hall
576 Liberty Park
Lapeer, Michigan 48446

Dear Mr. Mayor,

I am writing to commend several of your townsmen, all of whom provided superb assistance to my wife and me earlier this month when we were traveling from New Hampshire to Kalamazoo.

Unfortunately, our recreational vehicle broke down on Main Street very early in the morning of 14 June. The damage was significant enough to require towing and extensive repairs, not to mention the question of how we were to travel from Lapeer to Kalamazoo. That was when the professionalism, efficiency, and kindness of E&L Towing, Enterprise Rent-a-Car, and Cummings RV and Trailer came to the fore for a couple of strangers.

The size and construction of our RV presented a terrific challenge to E&L Towing. At least four of their staff came to our assistance, tried out several towing configurations, and at last were able to transport it to Cummings RV and Trailer. I can't overstate how difficult it was for E&L to devise a safe means of transport. Without their expertise and dedication, I don't know what we would have done.

Mr. Scott Gaghan of Enterprise went "above and beyond" as well in that he came to our breakdown site to pick me up to ensure that our vehicle rental was accomplished. On our return trip, he drove me to Cummings RV and Trailer after his normal working hours to drop me off to pick up our RV.

Everyone at Cummings RV and Trailer was particularly outstanding. They faced a very complex repair effort that included air shipping parts and driving all the way to Detroit to have a special part hand forged. Not only did they repair the immediate problem, they were able to detect and repair potential sources of trouble in our "well seasoned" vehicle that allowed our return trip to be quite safe and uneventful. Our problem, I am sure, interrupted their already busy schedule, but they gave us priority by working very long hours in hot conditions to take care of us.

In the end, what appeared to be a near disaster far from home was made as positive as possible by all the folks above. My wife and I have thanked them personally, of course, but we would like you to know how grateful we are for their wonderful help.

Very sincerely yours,

Ralph A. Puckett II

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