

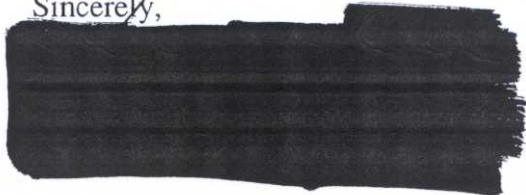
May 20, 2003

New York State Department of Transportation,

I would like to say a special "Thank You" to the State of New York and the driver of the "Help" truck on Route 684. I believe his name was Larry. April 21, 2003, following the lose of a front tire, it seemed as though the truck was there in a matter of minutes.

The driver was extremely helpful and efficient in the replacement of the tire, and I was back on the road in a minimum of time. He was a professional in every aspect and provided a great service to me. I am very appreciative of this service made available by the Department of Transportation. What a tremendous effort in making the Highways safer.

Sincerely,

A large black rectangular redaction box covers the signature and name of the sender.