



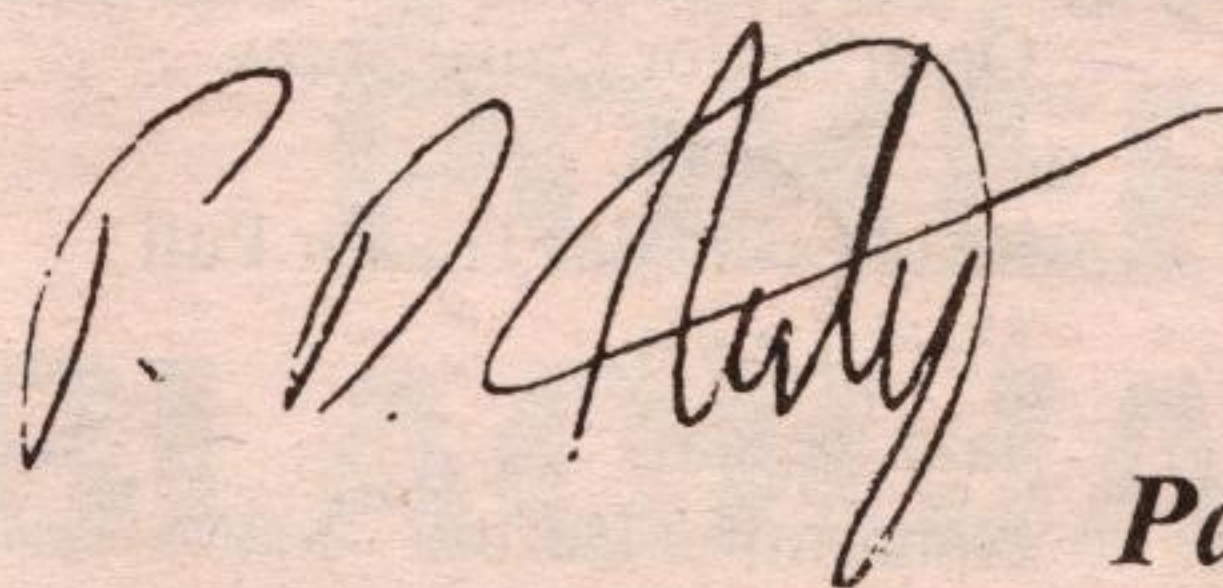
## **YIKES!**

Response to our last letter has "BOWLED" me over. Thanks for reading. Although reaction has been generally positive, it troubles me that some would perceive a negative interpretation as to the content of the letter. Obviously, it is not in the best interest of any small business to alienate a specific group of potential customers.

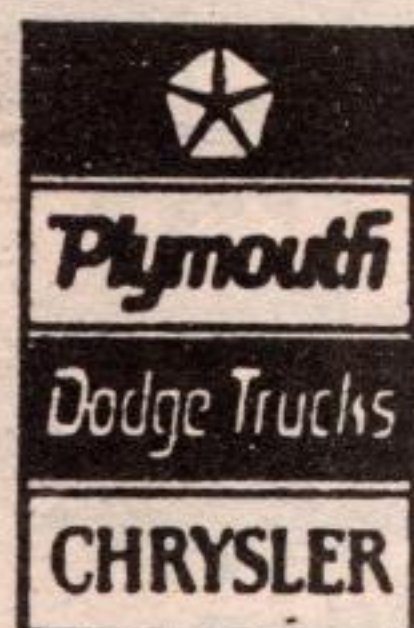
The intent was to highlight community involvement at all levels. Little Leaguers haven't been tying up my sales staff too much either. If I am guilty of one thing, it would be stereotyping lawnbowling as a "mature" activity. Sorry. Having visited the lawnbowling facility and expressing my concerns I was encouraged not to pull the letter out of subsequent publications. Readers who know me personally or have followed my letter writing know that the bulk of my humour has been directed at my own organization or the automobile industry in general. We don't take ourselves too seriously. What we do take seriously is the relationship we have developed with our clientele and our commitment to be a team player in Halton Hills.

We are proud to participate in the growth of such a vibrant community. I am convinced our straight forward approach is the way to conduct business into the new millennium. I hope to continue communicating both our highs and our lows along the way. Meanwhile (and my tongue is going in my cheek now) anyone else need the profile of their sport raised?

Sincerely,



*Paul Auty*



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