



Office of
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June 19, 2006

ITTI, LLC
P.O. Box 1453
Roswell, GA 30077-1453
Att: Mr. Ashok Thakkar
President and Chief Executive Officer

Dear Ashok,

Hayes Brake would like to extend our appreciation for your leadership, counsel and guidance as we prepared for our recent ISO 9001:2000 certification. The process ITTI offered to upgrade our Quality Management System was exactly what Hayes required and allowed us to quickly improve the productiveness of our system.

Your hands on approach coupled with your training and disciplined methods prepared Hayes well for our audit which proceeded quite smoothly. Our team is much stronger today than at the beginning of the journey you helped to initiate.

On behalf of all the employees of Hayes who are now positively impacted by our improved Quality Management System, a heartfelt thanks.

Best Regards,

Rand McNally