

March 31, 2003

Mr. Ken Hayes
CRUISER YACHTS
804 Pecor Street
Oconto, WI 54153

7760 France Avenue South
Suite 770
Minneapolis, MN 55435-5852
www.cbre.com

952 924 4647 Tel
952 831 8023 Fax
612 759 2699 Cellular
pmork@cbre.com

Peter H. Mork, J.D.
First Vice President

Dear Mr. Hayes:

I have owned three Cruiser Yachts in the last nine years (3575, 3870, 4270) and therefore am a strong and loyal customer of Cruiser Yachts.

I had an exceptionally pleasant experience with one of your suppliers, Marine Exhaust Systems, located in Riviera Beach, Florida, that I'd like to pass along to you.

Our 3870 located in Fort Myers, had pitted risers diagnosed seven days before our long awaited trip planned traveling around the state of Florida. Our diesel mechanic notified me that our risers were not an "off the shelf" item and needed to be re-created from scratch after Marine Exhaust Systems received our existing risers. Upon speaking with Marine Exhaust Systems, I was informed that once they received our risers, it was a 3-4 week turnaround time. I explained to them our dilemma and our big boating adventure we had planned and was told they would look into accommodating us and get back to me. I thought we were doomed! I would now have to contact the other couple joining us on this long awaited boat trip and tell them the terrible news.

To my great surprise, Ms. Angie Woods, with Marina Exhaust Systems, called me about an hour later and informed me if I could drive the risers to them, they would work hard to make sure our risers were completed and returned to us in 5 days! I couldn't believe it. We removed the risers at once, put them in our Suburban, and I drove to Riviera Beach from Fort Myers, arriving after dark. The folks at Marine Exhaust Systems waited for me at the shop and were cheerful and professional throughout the whole process. During these 5 days, I worked close with Ms. Woods of Marine Exhaust Systems, and she deserves the highest accolades for making sure our risers were on schedule and completed at a price she originally quoted us.

Mr. Hayes, I have never written a complimentary letter in my life, and I'm sure there have been times before when I should have, but the exceptional performance by Marine Exhaust Systems must not go unnoticed as I am sure good suppliers are hard to come by.

We had a great trip and to date, the risers are performing perfectly.

Sincerely,



Peter H. Mork