



July 25, 2003

Ms. Carolyn Riegler
American HomeChoice
38500 Woodward Avenue Suite 310
Bloomfield Hills, MI 48304

Dear Carolyn:

We have recently received the **Customer Satisfaction Index** ratings from Decision Analyst, Inc. for retail sales centers throughout the United States for the first six months in 2003.

Congratulations American HomeChoice for attaining a **100% CSI Index** for these first six month of 2003! Your commitment to taking care of your customers has yielded this perfect 100% consistently throughout 2001 and 2002. Your dealerships continually obtain the highest CSI rating in our retailer network.

People who are considering purchasing a new Palm Harbor home should understand that when they are working with your organization their experience is going to be first class and unparalleled in the industry.

Sincerely,

Tom Renner
Division President
Palm Harbor Homes, Inc.

Mike Williams
Sales Manager
Palm Harbor Homes, Inc.