



January 16, 2001

Valley North American
6652 W. Buckeye Rd.
Phoenix, AZ 85043-4413

Please accept the following plaque as just a small token of North American's appreciation of your company's efforts in behalf of the Government segment of business for the year 2000. Your Albuquerque, New Mexico location received third place in Government Most Improved Booker.

Your emphasis on the federal agency segment helped to propel North American to another increase in this market. Again, special thanks to Debbie Vigil and the whole staff for their constant efforts.

As always, please let me know if I can be of any assistance to your organization. I can be reached at 219-429-2203.

Sincerely,

A handwritten signature in blue ink that reads "Craig Carver".

Craig Carver
Pricing & Government Relations Manager

Be the safest, most customer-focused and successful transportation company in the world.