



November 21, 2002

Ms. Carolyn Reigler
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 three quarters in 2002.

Congratulations American HomeChoice for attaining a **100% CSI Index** for the first three quarters in 2002 as well as for all of 2001. Your dealerships consistently 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.