



To Whom It May Concern:  
May 09, 2011

TAM Airlines Aircraft Recovery Team

Dear Sir,

TAM Airlines has recently become a member of IATP for supplying aircraft recovery services in South America and is equipped with **KUNZ GmbH aircraft recovery equipment**.

Due to this membership, our team has been prepared to perform the equipment in every scenario with the most efficiency, cleverness and security.

During this time, we have found all the equipment bought from **KUNZ GmbH aircraft recovery equipment**, to be satisfactory to our requirements and, we have been also closely in contact with Kunz Engineering and Costumer Support Departments by whom we have been trained and supported, such as clarifying issues, manuals updating and background exchange.

Our intention is always to keep our equipment at the most high level and to upgrade it continuously. For that, we endorse our commitment in considering **KUNZ GmbH aircraft recovery equipment** as our partner and supplier in further acquisitions.

TAM Airlines is self-assured that the quality and build standards of the equipment can guarantee us in achieving a well succeed aircraft recovery.

Yours sincerely

A handwritten signature in blue ink that reads "Mario Sérgio Braga".

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