

TO WHOM IT MAY CONCERN

In October 1996 we contracted London Consulting to review and implement improvements of our parts inventory and warehouse procedures along with a complete review of our service shops operation in both, Bogota and Barranquilla.

The project was programmed to be finished within 21 weeks in which London completed it on time, even though we had asked them to help us with a few other subjects in which were not in the original plan.

As of the termination date of the program we are very happy with the results which have been obtained and we believe that the processes and procedures in which London introduced our people on how to solve problems and analyzing opportunities will play an important role in the future development of both our service and parts departments.

If any company would like more details about the work London Consulting did for us, we will be happy to have them contact us in the future.

funt- 4

James P. Fenton President

Santafé de Bogotá, March 21, 1997

Barranguilla

Autopista al Aeropuerto Cra. 19 del Munic, de Soledad Tels: 42 41 72 - 42 36 36 A.A. 100 Fax: 42 43 50 - 42 34 54 Sucursel Bernanguilla Cra. 35 No 458-120 Ten: 41 32 56 - 41 72 86 Fax: 41 74 38

CATERPILLAR

Santafé de Bogotá, D. C. Av. Américas No. 41-31 Tels. 268 88 00 - 335 00 55 A A 3544 Fax. 268 80 91 - 268 87 66

Villavicencio Km. 1 Via Puerlo Lópit Tel.: 30.698 Fax: 375.83 Modellin Calle 30 No. 55-198 Tel: 255 52 00 A.A. 778 Fat: 65 42 62

Cartagena Dugonal 21 No. 54-71 Multicontro El Amparo Local 6 Tel. 53-28 12 Fax. 63 26 74 Call Km 4 Carretera a Yumbo Tel 54 47 20 A A 36 Fax 34 49 56

Cerrejón Zona Norte Albania Tel: 56 37 09 Ext: 4362

crane

Bucaramanga Av. Quebrata Seca No. 33A-55 Te/s. 45 76 78 - 45 77 47 A.A. 401 Fax, 34 41 91

Pereira Av 30 de Agosto No. 45-105 Tel: 36 53 19 Telefac 260 346

Caucasia Calle 22 Cra. Sa Editico Kennedy Local 3 Tel: 22 54 48 Fax 22 68 09

Yopel Cra 20 No 17 - 76 Tel y Fax 55 60 59

