



October 10, 2008

Dealership Development, Inc.  
Attn.: Mr. Pat Becker  
1250 Grove Avenue, Suite 305  
Barrington, IL 60010

Dear Mr. Becker;

This letter is in reference to the great success your perfect delivery process has brought to our dealership. Our appearance protection penetration is consistently between 35% to 45% and the gross profits have increase because the additional sales. An additional benefit that we did not expect is a faster more organized delivery.

Once again thank you for your assistance and do not hesitate to have anyone contact me for a reference.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jim Whitgrove', written in a cursive style.

Jim Whitgrove  
General Manager

**GARTNER**  
BUICK - HYUNDAI - SAAB

Gariner Buick, Inc., 4333 Ogden Avenue, Aurora, IL 60504 630-851-2500  
[www.gartnercars.com](http://www.gartnercars.com)