



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

Gartner Buick, Inc., 4333 Ogden Avenue, Aurora, IL 60504 630-851-2500
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