LEXUS

LEXUS OF ROCKVILLE

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July 30, 2007

To: Geoff Newquist

From: Joe White
Service Manager
Lexus of Rockville

Geoff,

I just wanted to thank you and your team for ridding me of my headaches and other concerns when it comes to handling my lot damage and service clientele. You have fast turn around time and the quality is fairly comparable to that of the body shop at a 1/3 of the cost. We really like how you can explain different options to our customers to fix their repair needs. As a result of your professionalism and quality I have seen no drop in my CSI's as related to vendor work.

Thanks again for the hard work and I would feel confident in recommending you and the team for any of my service work.

Sincerely,

Joe White
Service Manager