

July 3, 2010

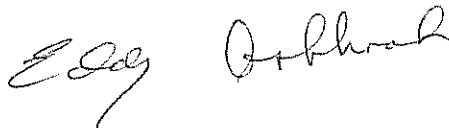
Dear Jimmy,

I wanted to thank you for all you did during the purchase of my 2003 Corvette. I have always wanted a Corvette and this one is beautiful. I receive so many compliments on this car, everyone loves it. I have bought many cars in the past, but I have never had such a wonderful buying experience. Usually car salesmen aren't my favorite people, but the staff at Buy-a-Vette was exceptional from my first contact with Jason, to the final handshake as I drove off the lot. Everyone that I came in contact with was friendly, knowledgeable and very easy to deal with.

I did have a slight engine noise, and Buy-a-Vette did everything possible to find a solution. We replaced belts and parts until Kevin detected the problem. He was great, never giving up until he fixed it. Many thanks to him and the other service technicians. I cannot thank you enough, Jimmy, for all that you did. You went above and beyond what other dealers would have done. I would highly recommend your company to anyone interested in buying a Corvette.

I look forward to stopping by on my next trip to Atlanta just to say hello. Again, thanks for all your help.

Your friend,

A handwritten signature in cursive script, appearing to read "Eddy Ashbrook". The signature is written in black ink and is positioned above the printed name.

Eddy Ashbrook

p.s. Don't forget those Steeler football tickets (ha ha)

QUALITY SCALE SURVEY

Name: Steven Nichols	Date: 6-30-10
Salesperson: John	Vehicle: 2006 Blue Chevy Corvette
D.O.S 6-16-10	

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

Description/Identification of Survey Item	Scale				E x c e l l e n t
	P o o r	G o o d			
1. How would you rate our response to you regarding timeliness?	1	2	3	4	5
2. How would you rate our response to you regarding information requested?	1	2	3	4	5
3. How would you rate our response to you regarding knowledge?	1	2	3	4	5
4. How would you rate our response to you regarding follow-up?	1	2	3	4	5
5. Did our Sales representative satisfy your needs regarding knowledge of vehicle?	1	2	3	4	5
6. Did our Sales representative satisfy your needs regarding condition of the vehicle you selected?	1	2	3	4	5
7. How likely are you to recommend Buyavette to a friend or relative? Would you say chances are.....?	1	2	3	4	5
8. How likely are you to repurchase from Buyavette?	1	2	3	4	5
9. How would you rate the overall quality of your relationship with Buyavette, considering all of your experiences with them? Would you say it is.....?	1	2	3	4	5
10. How would you rate your level of satisfaction with Buyavette in regards to customer service?	1	2	3	4	5
11. How would you rate your level of satisfaction with Buyavette in regards to price?	1	2	3	4	5
12. How would you rate your overall satisfaction with Buyavette?	1	2	3	4	5

Comments: John made this car purchase
the easiest ever. THANKS John-

QUALITY SCALE SURVEY

Name: John Etter Jr.	Date: 6-18-10
Salesperson: Jody	Vehicle: 1978 Silver Chevy Corvette
D.O.S 6-5-10	

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

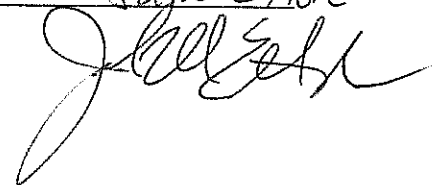
Description/Identification of Survey Item	Scale				
	P o o r	G o o d			E x c e l l e n t
1. How would you rate our response to you regarding timeliness?	1	2	3	4	5
2. How would you rate our response to you regarding information requested?	1	2	3	4	5
3. How would you rate our response to you regarding knowledge?	1	2	3	4	5
4. How would you rate our response to you regarding follow-up?	1	2	3	4	5
5. Did our Sales representative satisfy your needs regarding knowledge of vehicle?	1	2	3	4	5
6. Did our Sales representative satisfy your needs regarding condition of the vehicle you selected?	1	2	3	4	5
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8. How likely are you to repurchase from Buyavette?	1	2	3	4	5
9. How would you rate the overall quality of your relationship with Buyavette, considering all of your experiences with them? Would you say it is.....?	1	2	3	4	5
10. How would you rate your level of satisfaction with Buyavette in regards to customer service?	1	2	3	4	5
11. How would you rate your level of satisfaction with Buyavette in regards to price?	1	2	3	4	5
12. How would you rate your overall satisfaction with Buyavette?	1	2	3	4	5

Comments:

Lori and I are extremely satisfied with our Corvette purchase. Jody was very helpful and most knowledgeable. Thank you Buyavette, we will most likely consider your dealership in the future. We have spoken highly to our friends. Thank you and any information you can send us in the future is welcomed.

Sincerely

John Etter



QUALITY SCALE SURVEY

Name: Frederick Springall	Date: 7-2-10
Salesperson: Scott	Vehicle: 1986 Silver Chevy Corvette
D.O.S 6-17-10	

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

Description/Identification of Survey Item	Scale					
	P O O R	G O O D			E X C E L L E N T	
1. How would you rate our response to you regarding timeliness?	1	2	3	4	5	N/A
2. How would you rate our response to you regarding information requested?	1	2	3	4	5	N/A
3. How would you rate our response to you regarding knowledge?	1	2	3	4	5	
4. How would you rate our response to you regarding follow-up?	1	2	3	4	5	
5. Did our Sales representative satisfy your needs regarding knowledge of vehicle?	1	2	3	4	5	
6. Did our Sales representative satisfy your needs regarding condition of the vehicle you selected?	1	2	3	4	5	
7. How likely are you to recommend Buyavette to a friend or relative? Would you say chances are.....?	1	2	3	4	5	
8. How likely are you to repurchase from Buyavette?	1	2	3	4	5	
9. How would you rate the overall quality of your relationship with Buyavette, considering all of your experiences with them? Would you say it is.....?	1	2	3	4	5	
10. How would you rate your level of satisfaction with Buyavette in regards to customer service?	1	2	3	4	5	
11. How would you rate your level of satisfaction with Buyavette in regards to price?	1	2	3	4	5	
12. How would you rate your overall satisfaction with Buyavette?	1	2	3	4	5	

Comments:

CAR WAS ACTUALLY IN BETTER CONDITION THAN EXPECTED - COMPLETELY SATISFIED WITH EVERYTHING
THANKS SCOTT