

June 26, 2009

General Manager
Nash Chevrolet
630 Scenic Hwy.
Lawrenceville, Georgia 30045

RE: Service Department Professionals

Dear Sir,

I am writing this letter to commend you for having such a professional service department. This last week, I brought my 2005 Colorado (22,000 Miles) in because a blower in the air conditioner had developed a maddening "Chirp" that was very difficult to detect until you were in the vehicle on a trip of several miles. We had brought the vehicle in several times for this problem but the noise was very high pitched and difficult to hear except on trips. We worked very closely with Mr. Tory King over several months but the problem was not readily discernable. My wife was at her wits end with this noise and I was rapidly coming to the decision to simply sell the vehicle.

On June 24th, we decided that we would try one final time to see if this could be repaired. We again met with Tory and, this time, Tory took the initiative to call in Mr. Gary Cain. Tory explained the situation to Mr. Cain who immediately made the decision to replace the blower. The blower was replaced and my wife, the primary driver, is delighted because the "chirp" is gone. Had Tory not had the "patience of JOB", we would never have gotten this fixed. Thanks to these two pros, we have our beautiful Colorado back in great order. Please pass this letter to these gentlemen with our appreciation for the GREAT service and attention.

We have purchased our last three vehicles from Nash and we have always enjoyed the relationship and will continue to buy from our friends at Nash. That said, I cannot close this letter without mentioning Larry McNeil. My wife says that if Larry sold motor scooters, then that would be our next vehicle. I have been in sales for 36 years and I believe Larry is the best salesman I have ever met.

Sincerely,

Jimmy and Cindy Hall

A handwritten signature in black ink, appearing to read "J & C Hall", written in a cursive style.