

# JIM COLEMAN

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— CADILLAC —  
301-469-6600

— INFINITI —  
301-469-2100

— TOYOTA —  
301-469-7100

— HONDA —  
301-596-9500

— JAGUAR —  
301-831-4555

— LAND ROVER —  
301-831-4555

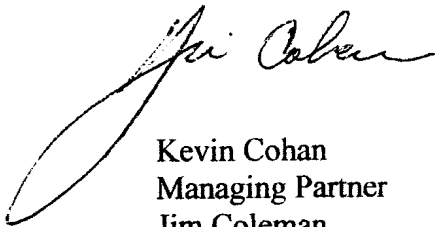
October 8, 2007

To Whom It May Concern:

SAN Business Consultants does work for Jim Coleman Toyota, Cadillac and Infiniti and has been doing an excellent job providing us with the invaluable voice of our customers and they bring any follow-up issues of unhappy customers to our attention to be fixed immediately. They provide us with a monthly trend document, which helps us to see common problems and issues, as well as areas we are doing well in through the eyes of our customers. This provides us with strategic ways to improve customer satisfaction.

The SAN Business Consultant team is professional, timely and dependable. They provide us with updates as often as daily. I would highly recommend SAN Business Consultants to anyone in the automotive industry that is looking to improve customer service, customer retention and repeat business

Sincerely,



Kevin Cohan  
Managing Partner  
Jim Coleman