

3/27/2009

Lexus of North Hills
Dealership Manager
15025 Perry Highway
Wexford, PA 15090

Dear Sir,,

I am writing today to express my sincere gratitude for you and your staff's professional assistance while I was away on a business trip to South Carolina this month. The first night of our stay my license plate was stolen from our Lexus ES-350 that we purchased new from you in 2007. I called AAA and they were unable to assist and after calling 911 and reporting the incident to the Police, I called Kim Mills at your dealership to find out what could be done, if anything, to get a new plate before we left for our return home.

Kim researched the issue and called back to advise me she was able to get all of the information needed from the paperwork Robert Schmella, our salesman, had on file and she overnighted a new plate to our hotel that day. We were stopped several times before the plate arrived by local police while driving without a license and I fear we would have been stopped many times on our 600 mile return trip had Kim not taken the initiative to assist. Others I had called at AAA had no idea what could be done.

Kim's caring and professional assistance and fast response are commendable to say the least and just one of the many reasons why I purchased a Lexus and will continue to do so in the future. Not only do I receive professional assistance when needed, I purchased an exceptional car that far exceeds specifications and our expectations. On the trip to Myrtle Beach we calculated 32.4 MPG with the ES 350s high performance V6 engine. This is the best car we have ever owned and excels in so many ways, from great ride, low noise, exceptional gas millage to name just a few.

I published a web site to provide drivers assistance if their license plate is stolen. The web site is <http://stolenplates.com> and I mention your dealership and the assistance you provided on this site's "What To Do" page. You may wish to bookmark this site on the Lexus web site and we included a copy of this testimonial as well on the site.

Please relay my sincere thanks to Kim, Bob and your entire management team. I can't describe just how appreciative we are for the fast response and efforts taken to help in this situation.

Sincerely yours,

Dennis V. Damp, President,

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