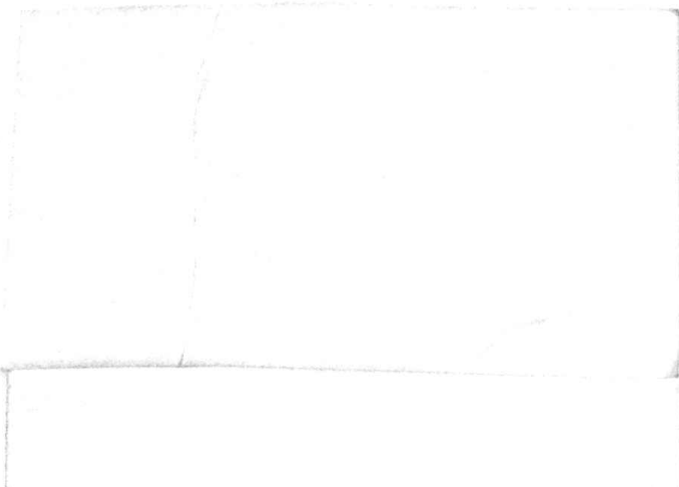




PORSCHE



Porsche Cars North America, Inc.

980 Hammond Drive

Suite 1000

Atlanta, Georgia 30328

(770) 290-3500 Fax: (770) 290-3700

We are in receipt of your most recent correspondence. As the individual responsible for Porsche customer service in your area, I am responding to your request.

Customer satisfaction is a top priority at Porsche. The situation you describe is disappointing and we sincerely regret your dissatisfaction with your sales experience at Beverly Hills Porsche. Since authorized Porsche dealerships are independently owned businesses, Porsche Cars North America is unable to dictate terms of vehicle sales. However, Porsche has outlined stipulations of Certification standards in which the dealers are to follow. If you feel that the dealership has failed to follow these stipulations, please contact the dealership Sales Manager.

Please be advised that we have escalated your concerns to the appropriate management within Porsche Cars North America and the Regional Manager will discuss your case with dealership management on your behalf. Porsche Cars North America will also forward your comments to the General Manager, Geoff Emery, as well as the Sales Manager, Jeff Lamont at Beverly Hills Porsche.

We appreciate your feedback regarding your experience and we value you as a customer and your loyalty to the Porsche brand. At Porsche we strive every day to enhance our customer service as well as the engineering and performance of our vehicles. Opportunities for these improvements are made possible by customer feedback such as yours.

Thank you for bringing this matter to our attention.

Very truly yours,

A handwritten signature in black ink that reads "Justin Miller".

Customer Commitment Specialist

Cc: J. Koehler, Regional Manager, Porsche Cars North America  
C. Ogawa, District Certified Pre Owned Manager, Porsche Cars North America  
G. Emery, General Manager, Beverly Hills Porsche  
J. Lamont, Sales Manager, Beverly Hills Porsche