

**From:** Dennis DuVernois  
**Sent:** Tuesday, July 07, 2009 5:28 PM  
**To:** stanbostic@rickcase.com  
**Subject:** New Car Purchase

Dear Stan,

I just wanted to Thank You for making the purchase of my new Element SC a worry free experience. I e-mailed you what type of car, the color and the accessories that I wanted and within a couple of e-mails negotiating the cost, a deal was made and I went down to Rick Case to pick up my new vehicle. Since then, I have received two calls asking how I like the car and if I needed any assistance. It is obvious that you care about your customers. You can be assured that I will recommend you and Rick Case to any of my friends, family and associates.

Thanks again for a great experience!!

Sincerely,  
Dennis DuVernois