

Brian,

On my action plan. We will update our PDI/LPO process on a Weekly basis with our regular meetings to include this process. I have overlooked this process and we have cut down customer issues and included it in our We Owe after the sale. This ongoing effort was just some of the small changes needed to have a better parts/service streamline. This will and continue to keep our bins clean and up to date.

By 3-31 we will keep our counter sales gross growing. Daily interaction of SNAP. Our team effort to control our parts sales team as "Sales People" not order takers. Average of \$2500 growth in counter sales has been obtained to this point.

Brian "Griz" Grezenski N417

General Manager

Stan McNabb Chevrolet Cadillac of Columbia

101 S. James Campbell Boulevard

Columbia, TN 38401