



Chrysler Group LLC  
CIMS 485-96-16  
1000 Chrysler Drive  
Auburn Hills, MI USA 48326



October 13<sup>th</sup>, 2011

Dear Mr. Jon Gray,

On behalf of the FIAT Brand North America, we would like to personally congratulate you for your outstanding sales performance in September. Your energy, enthusiasm, and hard work allowed you to become the top selling FIAT studio in the nation. We appreciate the tremendous efforts of you and your entire team.

We look forward to a successful collective future.

Sincerely,

A handwritten signature in black ink, appearing to read "L Soave".

**Laura J. Soave**

Head of FIAT Brand North America

A handwritten signature in black ink, appearing to read "P Dougherty".

**Patrick Dougherty**

Director - FIAT Brand Sales North America



West Business Center

March 18, 2010

Jon Gray  
**Orange Coast Chrysler Jeep Dodge**  
2929 Harbor Blvd  
Costa Mesa, CA 926263912

Dear Jon:

Congratulations on being awarded 2009 Five Star Certification. In this challenging market, the team at Orange Coast Chrysler Jeep Dodge has distinguished themselves by providing the best possible experience for our customers, and earning the highest recognition award from Chrysler Group LLC.

We recognize your efforts in attaining Five Star Certification as a team effort, as your entire dealership worked diligently to earn this award. Five Star requirements were designed as a challenge to close the gap between customer needs and your ability to meet them, and you have delivered on that challenge.

Chrysler Group and the West Business Center commend you and your entire team for providing an outstanding retail experience for our collective customers, and, for demonstrating a commitment to automotive retail excellence.

Thank you for your continued leadership and steadfast focus on delivering total customer satisfaction.

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Chandler", with a long horizontal flourish extending to the right.

Chris Chandler, Director  
West Business Center



July 22, 2009

Jonathan Gray  
**Orange Coast Chrysler Jeep Dodge**  
2929 Harbor Blvd  
Costa Mesa, CA 926263912

Dear Jon:

**Congratulations on achieving 2008 Five Star Certification.** As a Five Star dealership, you have demonstrated that driving continuous process improvement creates a direct and lasting impression on the most important asset in our business – *your customers*.

Five Star is a time tested program that focuses on the primary drivers of a successful dealership operation. It is also the only certification award Chrysler Group LLC utilizes to recognize its dealer body.

**Chrysler Group LLC and the West Business Center greatly appreciate the dedication and hard work that went into reaching this level of achievement.** Your dealership personnel are to be commended for their commitment to operational excellence, and for recognizing the sales and service experience of your customers should be second to none.

Congratulations again on achieving Five Star Certification for 2008, and we wish you the very best in 2009 and beyond.

Sincerely,

Christopher R. Chandler  
Director – West Business Center



Chrysler Group LLC

April 7, 2010

Mr. Jonathan Gray  
Orange Coast Chrysler Jeep Dodge  
2929 Harbor Blvd.  
Costa Mesa, CA 92626-3912

Dear Jon,

Congratulations on your strong performance in March! Your organization retailed a total of 94 new vehicles and ranked number 63 as one of our 100 Top volume dealerships in the entire U.S for the month of March. It was truly an outstanding effort on everyone's part and marked a great beginning to the spring selling season.

We are definitely beginning to build sales momentum. As a team our inherent desire to drive change and out execute the competition will enable us to deliver on our commitment of steady month over month retail sales growth.

Thank you for your contributions last month and we look forward to making April equally successful and rewarding. I know you and your Team are up for the challenge!

Good luck, good selling and God bless.

A handwritten signature in black ink that reads "Fred".

Fred Diaz

Fred M. Diaz  
President & CEO - Ram-Truck Brand  
Chrysler Group LLC  
1000 Chrysler Drive  
CIMS 485-04-96  
Auburn Hills, MI 48326

