

///MOMENTUM Audi

John Aulicino
Audi Central Houston
2120 Southwest Freeway
Houston, TX 77098

November 22, 2013

MyDealerLot
Mr. George Cresto
30 Mansell Court
Suite 220
Roswell, GA 30076

Dear George:

With the opening of our brand new store, Audi of Central Houston (Momentum Audi) has become the largest Audi store in the U.S. with over 170,000 square feet.

With a seven (7) story structure and vehicles moving all over the place, we needed a system to effectively track vehicle location and work in process. As we transitioned your equipment from our prior facility to this new facility, we planned from the start on how we could use your system even more effectively than before.

Now with the new store open, we have Service Drive Concierge and Zonal Tracking fully operational. Both products work flawlessly with one another and the true beneficiaries are our guests and staff. With a click of a mouse, Service Advisors can track the breadcrumb movement of their repair order vehicles as it travels from floor to shop to car wash, and back for delivery. It allows for more time at the desk working instead of wasting time calling, walking around, etc.

As for our guests, it allows us to operate at a different level of service from the arrival of the guest in their vehicle to the arrival of the guest in their loaner vehicle with your TSD integration. This positively impacts our CSI and retention through faster service initiation and delivery

In short, we love the system and would recommend it to any Sonic store or for that matter to any other store looking to take their service operations to the next level.

Sincerely,



John Aulicino
Service Director