



TIMOTHY G. YOUNG, D.D.S.

136 NORTH ENTERPRISE
P.O. BOX 650
CELINA, OHIO 45822
TELEPHONE (419) 586-2731

Rino's Auto Sales
1610 Industrial Drive
Celina, OH 45822

Dear Mr. Reineke:

I wanted to take a moment of your time to express to you our complete satisfaction in purchasing our new-used vehicle from Rino's Auto Sales, Inc.

As you are probably aware, my family has been repeat customers over the past fifteen years. Our loyalty is due, in part, to your dedication to the total customer experience when purchasing a vehicle from Rino's.

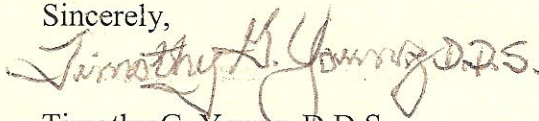
The process is seamless; upon first contact with the dealership until delivery of the final purchase.

You and your staff should be proud of the quality and "hassle-free" experience your customers receive. Your attention to detail, from the cleanliness of the lot to the service department, is outstanding!

As a small business owner myself, I understand how even the smallest detail sometimes has the greatest impact on a person's buying decision.

Keep exceeding our expectations!

Sincerely,



Timothy G. Young, D.D.S.

TGY/mm