

Martha W. Baker  
211 Waterton  
Williamsburg, VA 23188  
March 25, 2024

Ms. Liza Borches  
President & CEO  
Carter Myers Automotive  
100 Myers Drive  
Charlottesville, VA 22901

Re: Love the car and the service!

Dear Ms. Borches

I want to write you personally to provide a little insight to my experience at your CMA' Colonial dealership in South Chesterfield, VA. I warn you it's a long one but when I find something that feels right I want to share my thoughts.

I was a small business owner when I was much younger. One of my biggest problems was personnel. When I had the right people, I made money and our customers enjoyed shopping at our store.

In '23 I spent time driving SUV's at Casey Toyota and Williamsburg Honda where I live. I drove down to Newport News to drive a Subaru. I wasn't ready to purchase a car because I had so much going on at the time but I'm glad I

had that experience. In January I took my 2009 Venza for it's inspection at Casey Toyota. Up until this time I have had not one problem with that car. Now I had to put new rear brakes on along with another item on the steering column that totaled close to \$4,000. I then decided to look for a new car. I felt the best of those I had driven and what I have read since then was the Subaru Forester.

I haven't had a comfortable feeling dealing with Casey here in Williamsburg. I changed my oil every 5,000 miles. That was done at Jiffy Lube. My tires I purchased at Costco. I find the Michelin tires a superior tire! They provide rotation every 5,000 miles free. Casey has begun charging 5% on the use of one's credit card. The last time I had an inspection there was no charge. I don't balk at the charge for inspection. But ... use of your credit card?!

I am a 77 year old woman who lost her husband in 2023. I've always been an independent woman. This is the first time however I was buying a car on my own. Even though your dealership was a bit of a drive away I thought I'd go there to see how I felt about this dealership and it's staff. Boy was I surprised and very pleased.

The two major people I dealt with were Hunter (who I understand has left) and Willie Lingenfelter. I felt very comfortable with both of these young men. We talked frankly. I learned a lot from both of them about the cars I drove. I settled on an Outback 2023 Limited XT. This model had great power which the others didn't.

I am a giddy new owner Ms Borches. Every time I look at the car I admire it's design. The white pearl color glistens in the sun light. The black trim sets off the white and really looks sharp! I love getting into the car to take a drive. It's like getting into a plane. Buttons. Setting my car phone hookup. Hunter showed me how to do that. I enjoy driving and have taken rides just to enjoy the car. The pep it has when accelerating is exactly what I was looking for.

Thanks to Willie I did purchase the extended warranty out to 2029 or 100,000. (The 2009 Venza had around 119,000 I believe.) I wasn't sure about the warranty but felt it would be good given all the new electronics. I so love the extras that aid in driving ... lane warnings, backup camera!!!. I do miss my CD player. I will be taking a trip to Atlanta this summer so I will have your recommended CD player installed. I enjoy listening to recorded books when I drive. Best author for me right now is Elin Hilderbrand who writes about Nantucket. Also the radio is not very good. In our area there is a lot of in and out.

Finally, I think the atmosphere of the dealership helped with my decision. It can be a bit of a drive but I enjoy driving my new Outback. The individuals who keep your dealership running are outstanding. A comfort level that is about ... we can help. Not smothering. Just right. The best for me as I said was Willie. Next was Johana

Alvarez and Yvetts Crews. It seems to be a good team who work well together and enjoy being at your dealership.

You made it! Congratulations. I cheer your hard work. I believe it is paying off.

Regards,

A handwritten signature in cursive script, appearing to read 'Martha'.

Martha W. Baker