



San Juan

March 27, 2009

To Whom It May Concern:

Mr. Rafael Morales / Techno Service Solutions have been fundamental in the outstanding improvement of Land Rover San Juan Fixed Operations. The more significant accomplishments and improvements are JD Power CSI Score from 45% up to 94.9% (present), hours per RO from 2.85 up to 4.54(present), workshop proficiency from 59% up to 92% (present), warranty Cost Per Vin reduction from \$1,064 down to \$465(present), technician team set up structure and top notch customer appointment system.

If you need any further information regarding the marvelous contribution of Mr. Rafael Morales / Techno Service Solutions to our prestige organization, please do not hesitate to contact me via e-mail; jisantiagom@landroversanjuan.com, or to my direct mobile phone number 787 410-5938.

Sincerely yours,

A handwritten signature in black ink, appearing to read "JSM", written over a horizontal line.

Jorge I. Santiago Merino
Parts & Service Director
Land Rover San Juan