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The Science of Good Business – Proof it's Time to Change.

July 17, 2014

Dear Mr. Taylor

I am writing today to express our appreciation and update you on the success we are experiencing with your processes and the Fluid Analysis Program at Buchanan Auto Stores.

Our year to date gross profit stands at \$70,230 on fluid exchanges performed using the Fluid Science Program. The financial gains for our dealerships speak for themselves, as you can see, but we believe that **the most important aspect of the program is the trust factor we have developed with our customers.** We have the ability to intelligently and honestly speak to our customers on the needs of their vehicle using the Fluid Science Program.

Now, more than ever, it is critical to give our customers a professional and exceptional service experience on every visit. Using a proper service write up process that includes Fluid Analysis is an integral part of the success of our dealerships.

Todd Renfro

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