



Toronto's Chevy Store Since 1968

November 29, 2004

Harry Carroll
Leadership management Institute

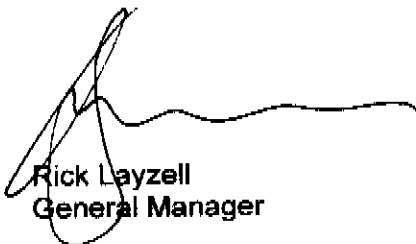
Dear Harry:

Thank you so much for the time you've spent with our management group.

We believe that our company will face new challenges, but also an opportunity for significant recovery and growth in the new year, so our work with the LMI program has been perfectly timed. We are better equipped today to identify the right things we need to do, define our plans, and see them through as a team than we ever were before.

Specifically, I will be a better leader as a result of this program. And, in my personal life, rather than drifting toward inevitable change in the next several years, I feel in charge – to spell out and visualize my dreams and realize them, on my terms and timetable.

Thank you again. It has been an invaluable experience.



Rick Layzell
General Manager