

ATTACHMENT 2B

EXAMPLES OF CUSTOMER LETTERS

Dear Commissioners

Motor Vehicle Dealers Trade Regulation Rule—Rulemaking, No. P204800

I just bought a new truck and the dealer made things so easy to understand. I added some products to the sale that made sense to me, including a service contract for issues that may occur after the warranty is over. I am so glad to have that option, because unexpected expenses are difficult to deal with.

John 33026

Dear FTC

Motor Vehicle Dealers Trade Regulation Rule—Rulemaking, No. P204800

I bought a new car, and the process was easy and transparent. The sales associate gave me lots of options and she was easy to work with.

Anonymous 30326

Dear FTC

Motor Vehicle Dealers Trade Regulation Rule—Rulemaking, No. P204800

I have bought three cars from the same dealer, and the sales staff has always done a great job explaining all the products that come with the car and those extras that provide me peace of mind. I recently had a total loss and I had purchased GAP waiver. It saved me from having to write a check to pay off the loan. Please do not over-regulate this process as it works well.

John

Atlanta GA 30326

JOHN SMITH

123 PEACHTREE ST

ATLANTA, GA 30326

DEAR FTC

Motor Vehicle Dealers Trade Regulation Rule—Rulemaking, No. P204800

THE PROPOSAL TO MAKE CAR SHOPPING MORE COMPLICATED WOULD NOT WORK FOR ME. MY LOCAL DEALER ALWAYS WORKS WITH ME AND I HAVE HAD GREAT EXPERIENCES WITH THE SALES AND FINANCE OFFICE. THE PROCESS WAS TRANSPARENT AND EASY TO UNDERSTAND AND LEFT ME IN THE DRIVER'S SEAT IN PICKING THE PRODUCTS AND PRICES THAT MADE SENSE TO ME.

SINCERELY,

JOHN SMITH