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México, Distrito Federal, October 05, 2013

To whom it may concern:

I hereby certify that from April to September 2013 we developed a project called **ÚNETE at CHEVROLET TAXQUEÑA** along with London Consulting Group. This project was carried out along with the General Management and worked the Commercial, Service Shop, Body and Paint Shop and Spare Parts (Replacement and Reduction of Death Inventory Model) areas, while analyzing and redefining the work processes in order to perform the best practices generating the following results:

**Commercial:**

- A 16% increase in GM's ScoreCard compared to last year.
- A 14% increase in market share in the sale of retail units with respect to the year's trend.
- A 39% increase in gross profit for new units compared to last year.
- A 19% decrease in the cost of interest of the floor plan with respect to the base period.

**Service Shop:**

- A 16% increase in service shop's gross profit compared to last year.
- A 13% increase in service work orders compared to last year.
- A 58% reduction in Unit Period of Stay (TPU) in the service shop with respect to the base period.

**Body and Paint Shop:**

- A 90% reduction in service orders over 30 days at the Body and Paint Shop regarding the March 2013 closing as a base period.
- A 29% reduction in Unit Period of Stay (TPU) in the Body and Paint Shop with respect to the base period.

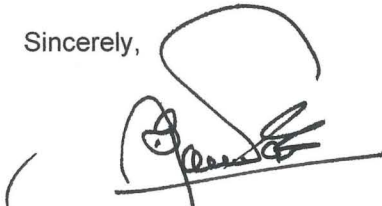
**Spare Parts:**

- A 29% decrease in death inventory in 1 year.

The return on investment to this date is 0.6 to 1 and we project a return on investment of 2.5 to 1 within one year. Additionally, the personnel's managerial skills were strengthened through awareness and training programs which had a positive impact.

It is worth mentioning the commitment showed by London Consulting Group's personnel, as well as the effectiveness of the design methodology and the shoulder-to-shoulder implementation used as this ensures compliance within all levels of the organization and the continuance of the results achieved.

Sincerely,



Ramon Gómez Sañudo  
General Director



Gerardo Gomez Barquín  
Director of Operations

