



Mercedes-Benz

Mercedes-Benz USA, LLC

Alan J. McLaren
Vice President
Customer Services

July 1, 2010

Kevin Root
Mercedes-Benz of Rocklin
4747 Granite Dr.
Rocklin, CA 95677

Re: Congratulations! You're invited to advance to the Mercedes-Benz Stars of Service National Championship

Dear Kevin Root,

Congratulations! As a winner in the Mercedes-Benz Stars of Service regional competition, you are in the top half-percent of all technicians nationwide eligible to participate at this level of the competition.

This is truly an inspiring accomplishment. Only 32 Mercedes-Benz technicians and 8 Mercedes-Benz service advisors are being invited to advance to the national competition which will take place the week of August 23rd at Mercedes-Benz USA in Montvale, New Jersey.

You are now one step closer to earning a spot on Team USA at the Global TechMasters international competition. Team USA will represent the entire Mercedes-Benz USA dealer network and the United States of America against teams from 13 other countries at the Global TechMasters international competition.

By reaching this level in the competition, you have demonstrated that you deliver the promise of the brand day-in and day-out for our customers - by consistently delivering excellence in teamwork and expertise, sharing a passion for Mercedes-Benz and exemplifying the high standards we set in customer service.

MBUSA has tremendous pride in its dealer network, particularly in all the people who set the example of world-class service excellence and we look forward to seeing you demonstrate your talents again at the National Championship.

You'll be contacted soon by the Mercedes-Benz Stars of Service team with details regarding the National Championship. Meanwhile, remember - we're in it to win it!

Sincerely,

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