

Exhibit XI

Michael S. Laham and Elana Laham
P. O. Box 66
Renton, WA 98057-0066

Page 1 of 3

4 May 2011

Greg Backstrom
Chief Financial Officer
KIA of Puyallup
111 Valley Avenue NE
Puyallup, WA 98372
Phone: (253) 286-6080
FAX: (253) 286-8001

To Greg Backstrom,

It is obvious to us that it is you who have misconstrued the law(s) that you cited in your letter to us, dated 7 April 2011. Apparently, you are unaware that, in addition to protection that consumers have under federal law, there is also additional protection to consumers under the laws of the State of Washington for deceptive business practices.

RCW 19.86.020 clearly states, "Unfair methods of competition and unfair or deceptive acts or practices in the conduct of any trade or commerce are hereby declared unlawful. "

RCW 19.86.920 states, "The legislature [of the State of Washington] hereby declares that the purpose of this act [i.e. the entire of RCW Chapter 19.86] is to complement the body of federal law governing restraints of trade, unfair competition and unfair, deceptive, and fraudulent acts or practices in order to protect the public...To this end this act shall be liberally construed that its beneficial purposes may be served." RCW 19.86.920 is a clear instruction to a judge presiding over a case involving any part of RCW Chapter 19.86 to rule against any deceptive act presented in a court case, regardless of whether that deceptive act is specifically prohibited in RCW Chapter 19.86.

KIA of Puyallup car dealership deceived us regarding the price of the new car (KIA 2011 Forte EX 5 Door, Model Code C5562, vehicle identification number (VIN) KNAFU5A27B5333715) that we bought from KIA of Puyallup on 7 December 2010.

As we told you in our letter to Kerry S. Bivens and James A. Krueger dated 29 March 2011,

RCW 46.70.180 clearly states, "Each of the following acts or practices is unlawful: (1) To cause or permit to be advertised, printed, displayed, published, distributed, broadcasted, televised, or disseminated in any manner whatsoever, any statement or representation with regard to the sale, lease, or financing of a vehicle which is false, deceptive, or misleading..."

And furthermore, RCW 46.70.900 states, "All provisions of this chapter [i.e. the entire of RCW Chapter 46.70] shall be liberally construed to the end that deceptive practices or commission of fraud or misrepresentation in the sale...of vehicles in this state may be prohibited and prevented..." RCW 46.70.900 is also a clear instruction to a judge presiding over a case involving any part of RCW Chapter 46.70 to rule against any deceptive practice or commission of fraud or misrepresentation presented in a court case, regardless of whether the particular act of deception, or fraud or misrepresentation is specifically enumerated and prohibited in any part of RCW Chapter 46.70.

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4 May 2011

Greg Backstrom, Chief Financial Officer, KIA of Puyallup

Per your letter to us dated 7 April 2011, Paragraph III, you state, "...the vehicle you purchased was never displayed on our lot for sale at ANY price". What you are admitting to verbatim in that letter is that the new car that we purchased from your lot had NO sales price on it whatsoever. It did not even have the (Monroney) sticker price, which is the manufacturer's suggested retail price (MSRP).

In good faith we trusted that KIA of Puyallup was a reputable car dealership so we had NO reason NOT to believe KIA of Puyallup about the price that KIA of Puyallup had quoted us for the new car. Yet, when we asked KIA of Puyallup what the price of the new car was, KIA of Puyallup DECEIVED us by telling us that it was \$20,839.00 when

a) The (Monroney) Sticker manufacturer's suggested retail price (MSRP) for the new car was \$18,840.00, which was not on the new car before we ever saw the new car, during the time that we were looking at the new car, or after we agreed to buy the new car. It was only after we signed the Sales Contract in order to buy the new car that we discovered the Monroney Sticker Label amongst the rest of the paperwork that we were given for the new car.

b) There were NO other sales prices posted on the new car, before we ever saw the new car, during the time that we were looking at the new car, or after we agreed to buy the new car and signed the Sales Contract in order to buy the new car.

Since each and every new automobile has different features on it, it would be totally unreasonable to expect the consumer (us) to be able to research a suitable price for the new car that we intended to buy. Thusly, not having a Monroney sticker manufacturer's suggested retail price, or ANY other sticker price, on the new car that you sold us renders it a deceptive business transaction because it prevented us from making an informed decision.

Due to the above, we never agreed to the amount of money that KIA of Puyallup charged us for the new car because we signed the contract under deceptive circumstances.

RCW 19.86.093 clearly states, "In a private action in which an unfair or deceptive act or practice is alleged under RCW 19.86.020, a claimant may establish that the act or practice is injurious to the public interest because it: (3)(a) Injured other persons..."

We have a right to sue KIA of Puyallup because, as a result of KIA of Puyallup's deceptive act regarding the price of the new car that we bought from KIA of Puyallup, we were monetarily damaged.

Reimburse us the money you owe us, \$2,240.55, as we told you in our letter to you dated 29 March 2011, or you will force us to pursue legal action against you in a civil court of law. We know that we have a rock solid case because any reasonable fair judge will render the verdict in our favor. You are going to spend at least the same amount of money, if not more money, than the money that you owe us, if we don't win our case against you.

Section 1232 of Chapter 28 of Title 15 of the United States Code (USC) states, "Every manufacturer of new automobiles distributed in commerce shall, prior to the delivery of any new automobile to any dealer, or at or prior to the introduction date of new models delivered to a dealer prior to such introduction date, securely affix to the windshield, or side window of such automobile a label on which such manufacturer shall endorse clearly, distinctly, and legibly true and correct entries disclosing the following information concerning such automobile – (f) (1) the retail price of such automobile suggested by the manufacturer [i.e. the manufacturer's suggested retail price, or MSRP]."

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Page 3 of 3

4 May 2011

Greg Backstrom, Chief Financial Officer, KIA of Puyallup

Per your letter to us dated 7 April 2011, Paragraph II, you are correct in stating that, "Automobile dealers are not required by any state or federal law to sell their vehicles for MSRP". However, there were no options added onto the new car that we bought from you, such as a Global Positioning System (GPS) map, which we had requested to have, but which you told us was not available. Thusly, KIA of Puyallup had NO REASON to increase the vehicle's cash price beyond and above the Monroney sticker's manufacturer's suggested retail price (MSRP), and the fact that KIA of Puyallup did so shows bad faith on its part.

Subsection (c) of Section 1233 of Chapter 28 of Title 15 of the USC states, "Any person who willfully removes, alters, or renders illegible any label affixed to a new automobile pursuant to section 1232 of this title, or any endorsement thereon, prior to the time that such automobile is delivered to the actual custody and possession of the ultimate purchaser of such new automobile,...shall be fined not more than \$1,000, or imprisoned not more than one year, or both..."

Thanks to your letter to us dated 7 April 2011, we became aware that Federal Law prohibits ANYONE, except for the customer who is buying a new car, from REMOVING the Monroney Sticker from a new car. Therefore, if we have to file a lawsuit against you, we will also send a formal complaint to the Office of Consumer Litigation within the United States Department of Justice alerting them that KIA of Puyallup committed a federal offense by selling us a new car that had NO Monroney label affixed to it.

Most Sincerely Yours,

Michael S. Laham
P. O. Box 66
Renton, WA 98057-0066

Elana Laham
P. O. Box 66
Renton, WA 98057-0066

CC: Kerry S. Bivens, President Sawyer Corporate Group, Incorporated. 1400 River Road, Puyallup, WA 98371. Phone: 253-286-6000. FAX: 253-286-6001.

Ryan Sawyer, Vice President, Sawyer Corporate Group Incorporated. 1400 River Road, Puyallup, WA 98371. Phone: 253-286-6000. FAX: 253-286-6001.

James A Krueger, Registered Agent of the Sawyer Corporate Group, Incorporated,
C/O Vandenberg, Johnson & Gandara, 1201 Pacific Avenue, Suite 1900. Tacoma, WA 98402.
Phone: 253-383-3791. FAX: 253-383-6377.

Rick Lane, General Sales Manager, KIA of Puyallup. 111 Valley Avenue NE, Puyallup, WA 98372.
Phone: 253-286-8010. FAX: 253-286-8004.

Scott Clyburn, Sales Consultant, KIA of Puyallup. 111 Valley Avenue NE, Puyallup, WA 98372.
Phone: 253-286-8041. FAX: 253-286-8004.

Justin Schertz, Finance Department, KIA of Puyallup. 111 Valley Avenue NE, Puyallup, WA 98372. Phone: 253-286-8000. FAX: 253-286-8001.

Transmission Log

The Boeing Company

Saturday, 2011-05-07 22:23

4252373769

Date	Time	Type	Job #	Length	Speed	Station Name/Number	Pgs	Status
2011-05-07	22:20	SCAN	03444	2:13	12000	82532868001	3	OK -- V.17 BM31

Michael S. Laham and Elana Laham
P. O. Box 66
Renton, WA 98057-0066

Page 1 of 3

4 May 2011

COPY FOR
GREG BACKSTROM

X

Greg Backstrom
Chief Financial Officer
KIA of Puyallup
111 Valley Avenue NE
Puyallup, WA 98372
Phone: (253) 286-6080
FAX: (253) 286-8001

To Greg Backstrom,

It is obvious to us that it is you who have misconstrued the law(s) that you cited in your letter to us, dated 7 April 2011. Apparently, you are unaware that, in addition to protection that consumers have under federal law, there is also additional protection to consumers under the laws of the State of Washington for deceptive business practices.

RCW 19.86.020 clearly states, "Unfair methods of competition and unfair or deceptive acts or practices in the conduct of any trade or commerce are hereby declared unlawful."

RCW 19.86.920 states, "The legislature [of the State of Washington] hereby declares that the purpose of this act [i.e. the entire of RCW Chapter 19.86] is to complement the body of federal law governing restraints of trade, unfair competition and unfair, deceptive, and fraudulent acts or practices in order to protect the public...To this end this act shall be liberally construed that its beneficial purposes may be served." RCW 19.86.920 is a clear instruction to a judge presiding over a case involving any part of RCW Chapter 19.86 to rule against any deceptive act presented in a court case, regardless of whether that deceptive act is specifically prohibited in RCW Chapter 19.86.

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As we told you in our letter to Kerry S. Bivens and James A. Krueger dated 29 March 2011,

RCW 46.70.180 clearly states, "Each of the following acts or practices is unlawful: (1) To cause or permit to be advertised, printed, displayed, published, distributed, broadcasted, televised, or disseminated in any manner whatsoever, any statement or representation with regard to the sale, lease, or financing of a vehicle which is false, deceptive, or misleading..."

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Transmission Log

The Boeing Company

Saturday, 2011-05-07 22:34

4252373769

Date	Time	Type	Job #	Length	Speed	Station Name/Number	Pgs	Status
2011-05-07	22:31	SCAN	03446	2:07	12000	82532866001	3	OK -- V.17 BM31

Michael S. Laham and Elana Laham
P. O. Box 66
Renton, WA 98057-0066

4 May 2011

COPY FOR

Page 1 of 3

Greg Backstrom
Chief Financial Officer
KIA of Puyallup
111 Valley Avenue NE
Puyallup, WA 98372
Phone: (253) 286-6080
FAX: (253) 286-8001

RYAN SAWYER

To Greg Backstrom,

It is obvious to us that it is you who have misconstrued the law(s) that you cited in your letter to us, dated 7 April 2011. Apparently, you are unaware that, in addition to protection that consumers have under federal law, there is also additional protection to consumers under the laws of the State of Washington for deceptive business practices.

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The Boeing Company

Saturday, 2011-05-07 22:44

4252373769

Date	Time	Type	Job #	Length	Speed	Station Name/Number	Pgs	Status
2011-05-07	22:42	SCAN	03449	1:48	14400	82532868004	3	OK -- V.17 BM31

Michael S. Laham and Elana Laham
P. O. Box 66
Renton, WA 98057-0066

Page 1 of 3

4 May 2011

COPY FOR

RICK LANE

Greg Backstrom
Chief Financial Officer
KIA of Puyallup
111 Valley Avenue NE
Puyallup, WA 98372
Phone: (253) 286-6080
FAX: (253) 286-8001

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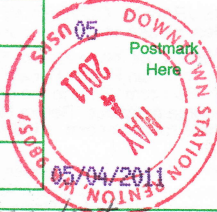
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PUYALLUP WA 98371

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Postage	\$	\$0.44
Certified Fee		\$2.85
Return Receipt Fee (Endorsement Required)		\$2.30
Restricted Delivery Fee (Endorsement Required)		\$0.00
Total Postage & Fees	\$	\$5.59

0269



Sent To *Kerry S. Bivens, President*
Russell Corporate Group, Incorporated
 Street, Apt. No.,
 or PO Box No. *1400 River Road*
 City, State, Zip+4
Puyallup, WA 98371

PS Form 3800, August 2006

See Reverse for Instructions

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Kerry S Bivens, President
Sawyer Corporate Group, Incorp.
1400 River Road
Puyallup, WA 98371

2. Article Number

(Transfer from service label)

7010 3090 0002 1499 6458

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

☒ Agent☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? ☐ YesIf YES, enter delivery address below: ☐ No

3. Service Type

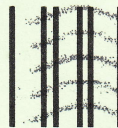
☒ Certified Mail☐ Express Mail☐ Registered☐ Return Receipt for Merchandise☐ Insured Mail☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

UNITED STATES POSTAL SERVICE

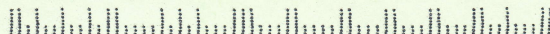
05 MAY 2011 PM 5 L



First-Class Mail
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USPS
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

Michael S Laham and
Elana Laham
P.O. Box 66
Renton, WA 98057-0066



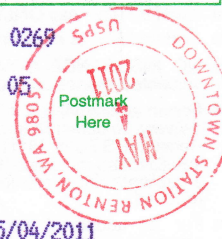
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TACOMA WA 98402

Postage	\$	\$0.44
Certified Fee		\$2.85
Return Receipt Fee (Endorsement Required)		\$2.30
Restricted Delivery Fee (Endorsement Required)		\$0.00
Total Postage & Fees	\$	\$5.59



Sent To *James A Brueger*
E/P Vandeburg, Johnson + Gardner
Street, Apt. No.,
or PO Box No. *1201 Pacific Avenue, Suite 1900*
City, State, ZIP+4 *Tacoma, WA 98402*

PS Form 3800, August 2006

See Reverse for Instructions

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

James A Krueger
c/o Vandenburg, Johnson, and
Gandara
1201 Pacific Avenue, Suite 1900
Tacoma, WA 98402

2. Article Number

(Transfer from service label)

7010 3090 0002 1499 6465

COMPLETE THIS SECTION ON DELIVERY

A. Signature

x *Brittney Palmer*☐ Agent☐ Addressee

B. Received by (Printed Name)

Brittney Palmer

C. Date of Delivery

5/5

- D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

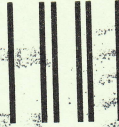
3. Service Type

- ☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

UNITED STATES POSTAL SERVICE



First-Class Mail
Postage & Fees Paid
USPS
Permit No.

- Sender: Please print your name, address, and ZIP+4 in this box •

Michael S Laham and
Elana Laham
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