

Subject: **CoachCARE™**

Wheeled Coach Industries is pleased to announce a new commitment to customer service with the establishment of **CoachCARE™**. **C**onsistent service, **A**ttentive service, **R**esponsive service, and **E**xceptional service (**CARE**) is the foundation which will guide the parts, service, and warranty departments before, during and after the delivery of our products to you.

CoachCARE™ offers additional resources for customer service including team service managers, one assigned to the eastern, central, and western United States. This one contact will provide you with an individual accountable for all of your service and warranty questions and concerns. In addition, the convenience for you to order parts will improve with our continuous enhancements to the 24-hour online Internet parts ordering system.

CoachCARE™ will also give you an open communication channel as we follow up with you to ensure you are delighted with your service, parts, and warranty experience. Your feedback will provide us an opportunity to continuously improve our processes and further enhance your ownership experience.

We value your relationship with Wheeled Coach and we look forward to providing you with more **CoachCARE™** benefits.

Your Wheeled **CoachCARE™** Team,

Daniel Del Rio – EXT 317
Customer Service Manager

Donald Estabrook – EXT 221
Field Service Technician

Tim Henke – EXT 295
Team Svc Manager – Central & West

Julie Kaplan – EXT 302
Team Svc Manager – East

Steve Gallaway – EXT 287
Parts & Internet Manager

Leonard Smith – EXT 278
Parts & Internet Manager

Theresa McCauley
Call Center Account Executive