

6/20/05

To: Bill Schams

Bill,

A way of life for Joan and I came to an end 3 weeks ago. We sold our Itasca Motorhome. We were sad as the new owner drove it out of the driveway and down the street.

The reason for this letter is to thank you and your crew for making the years that we dealt with Coulee Region RV some of most pleasant years of our life.

A great business doesn't just happen, it is the people that make it great.

Bill, you have been a pleasure to deal with, from the purchasing of 3 units to the follow through on any problems I had after the sale. After the purchase of the Pace Arrow, I asked to deer hunt with you and the rest of the Schams clan, and you said OK. I should have taken you up on that, as I have not got a deer in Wisconsin for a lot of years.

I would like to thank each one of your crew I worked with. They are Bill L. in what I will call Customer Service, Greg in Service, Glenn in Parts and Jason in Sales.

I still plan on stopping to see the new models and how you are expanding your dealership.

Your Friends

Don & Joan Schreier

