

Bill Schams / Coulee Region RV Center

From: [REDACTED]
To: <bschams@rvcenters.com>
Sent: Thursday, July 15, 2004 5:00 PM
Attach: coulee region rv center.doc
Subject: rv service

Hello,

We received a letter asking how we felt we were treated at the recent service you provided for us, and whether we are satisfied. We were hauling a 1967 Airstream home from Wisconsin to California, and were in a bit of a time crunch when we dropped in to purchase weight distribution and sway control equipment. , Your employees were able to get us back on the road within an hour, our new equipment was installed properly, explained fully to us, and we were treated with friendly, knowledgeable employees. During our drive through Utah, we were especially glad we purchased the sway control as the winds were very strong and most likely would have caused us some serious problems. With the equipment, the trip was a safe one.

We're very satisfied with our visit to your facility and plan to recommend you to others who may need assistance in your region. Thanks again and please pass this notice along to the employees that helped us.

Jeff and Ingrid [REDACTED]
[REDACTED]
Alameda, CA 94501

[REDACTED]