

Bill Schams / Coulee Region RV Center

.rom: [REDACTED]
To: <bschams@rvcenters.com>
Sent: Friday, November 14, 2003 7:54 AM
Subject: RV Service

Mr. Schams,
I recently received your letter regarding the service done on our RV. I wanted to let you know that I could not be happier with the service we received at your facility. We were in the area for the Oktoberfest race weekend and the furnace in our coach quit working on Thursday night. Friday morning I called your service department and told them what the problem was and they said I could bring it in and they would take a look at it. I asked if I could bring just the furnace to avoid striking camp, and they told me that would not be a problem as they could bench test it. I brought it in, they stayed in touch with me while the repair was going on, and called me when it was done. Everyone I had contact with was friendly and the pricing was fair, especially since I was out of town and it was somewhat of an emergency. There is one thing that I did forget to tell someone when I was there. I chose your business because I saw your name on one of the race cars at the fairgrounds. I don't recall the name or car number, but I think he raced in one of the local classes on Thursday night. The fact that you sponsor a race car brought me to your door, but the service will bring me back if I should ever need anything when I am in the area again.

Bob Dotter
[REDACTED]
[REDACTED]
[REDACTED]