

Peterson Power systems
2828 Teagarden Street
San Leandro, CA 94577

April 13, 2008

Attn: Ted Fleming, Service Manager-Peterson Power Systems

CC: Duane Doyle, Owner of Peterson Power Systems
Erik Marten, President of Peterson Power systems
Paul Krug, Service Manager-Spartan Motors
Steve Heim, General Manager-American Coach Service
Mary Corcoran, National Secretary-American Coach Association

Fantastic service and with a smile...

This may not seem like a very professional way to start a letter of commendation, but it is the TRUTH...

My name is Del Smith and along with my wife Jan, we are touring the Western US in our American Tradition Motor Coach. Along the way we were having performance difficulties with our Cat diesel. We called Spartan Motors and they recommended that we take our coach to Peterson Power Systems in San Leandro, Ca. We called and were set up with an appointment to fit our schedule on April 3rd, 2008.

We arrived at Peterson Power systems, Truck Shop in time for our appointment. We parked the coach and asked a technician where we should report for check in. He personally took me to meet Bob Howard, who is the day shift foreman. Bob was expecting us and immediately started to fill out a form listing our performance difficulties one by one. I told Bob that Cat had down loaded new software in our system, twice since we took delivery and had promised us even better software when it became available. Bob acknowledge the situation and after several follow up questions, he told us where to park our coach, after which we left for lunch. Upon returning we found Daniel Martinez hard at work analyzing what was wrong with our diesel. He told us that they were directed by Cat to check fuel flow and to check for leaks in the fuel handling system as well as other parameters before they were authorized to down load the new software. Everything was found to be within spec and Daniel and Michael Lasater downloaded the new software and then ran several computer driven tests for fuel flow. Michael found that the fuel flow wasn't up to specs and proceeded to conduct additional engine checks and evaluations. His diligent efforts reveiled that there were metal filings or shavings in the high pressure pump, fuel rails and the injectors. He told us that the fuel rails would have to be flushed and the pump and injectors replaced.

Some of the parts were in stock but others had to be shipped in. The crew prepared the engine for the new parts and were ready for installation upon their arrival. Installation went well and soon we were up and running. Additional testing was preformed and finally we were ready for a test drive. Michael steamed clean the engine and transmission

prior to the test drive and we were on our way. The test drive went well and after the paper work was done, we thanked everyone and continued on our journey.

Jan and I appreciated the Service that was afforded us by the employees at Peterson Power Systems. Bob Howard, Brian Rodgers and Brandon Ondo, Shop Foremen, kept us informed at every step along the way. Their knowledge of both the Cat Diesel and of our American Coach was outstanding. Ted Fleming, Service manager should be proud of these individuals as they were sincere and diligent in their work and a credit to the operation. In addition to the warranty work, we also had some routine maintenance preformed, which they did in a timely fashion and at a very fair price.

We would highly recommend Peterson Power Systems to anyone needing Cat service in the San Francisco area and suggest that they be included in Spartan's full RV service program.

Sincerely,


Jan & Del Smith
810-730-4103 cell