



# Mississippi River Bank

Belle Chasse • Buras • Harvey

Member F.D.I.C.

August 21, 2008

DeMartini R.V. Sales  
1305 East Main Street  
Gross Valley, CA 95945

**ATTN: TIM DEMARTINI**

Dear Sir,

On July 31, August 1 & 2, 2008, my wife and I were guests of your Wakarusa, Indiana facility. It was not by choice, but rather by necessity as a slide out cable on our 2007, 40-0" Holiday Rambler Endeavor decided to give way. It was not a simple one-hour job but a three-day affair. It took one day to get the cable and a day and one-half to repair. This being my first experience as a customer of DeMartini R.V., I was pleased beyond imagination.

As I drove in to your facility, one of your sales representatives directed me to your service department where I met your service manager, J.D. Adams. As J.D. was checking on the availability of parts, your general manager Rod Martin came by saying "Sir, have you been helped?" No one asked me where I bought my unit as other dealers frequently do and some even delay service because of it.

Many people fail to realize that service sells, and that the company is its people. It takes a team working together to make a difference and someone in your company has obviously done a good job in making this happen. Your technical support team was very friendly and had a "We can do" attitude.

Again, thanks for being there when we needed you and keep up the good work.

Sincerely yours,

Charles L. McCarty  
Chairman of the Board  
**Mississippi River Bank**

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