

March 24, 2008

Mr. Russ Dean
Russ Dean Family RV Center
P.O. Box 2347
Pasco, WA 99302

Re: Jason Williams, Sales Associate
Service / PDI Department
Robison Purchase, Cougar RV

Dear Mr. Dean:

It is not often that I take the time to praise an individual and a group of individuals in writing for outstanding sales and service; however, in this instance it is warranted.

Jason Williams has, and still is, provided an excellent experience in his relationship and sales efforts to my family. We have been impressed with Jason's attention to detail and the keeping of his word to the letter of our agreement. Additionally, I want to thank your finance and service departments for being prepared for my arrival from Santa Cruz, California to personally inspect and take delivery of our new Cougar trailer.

In closing, it was well worth the 1600 mile round trip to buy from Russ Dean Family RV Center in Pasco Washington., rather than here in California, not because the Cougar Trailer was any better in quality, but because the people were.

Oh, and yes, we did get a better price.

Thank you again Russ Dean Family RV Center for providing the Robison family with such a great experience.

Sincerely,

David L. Robison

DLR:rr