

**BATEMAN AG**  
**6500 32<sup>nd</sup> Ave South**  
**Grand Forks ND 58201**

9 September 2007

Mr. Terry Frankland  
V & H Inc. Trucks  
1505 South Central Avenue  
Marshfield, WI 54449

Dear Mr. Frankland,

We are a family farm and have been in business for 117 years. It is seldom that we feel compelled to contact a supplier on the occasion of an equipment purchase but my recent experience with your company through Fred Sadowska was remarkable and justifies such a letter.

Over the course of ten months, we had contacted firms throughout the United States. Mr. Sadowska distinguished himself with his earnest understanding of our objectives, timeline, and expectations. In numerous callbacks, Fred remained focused on the task and produced photos, measurements, builder specs and machine history, all which contributed to our confidence in closing this transaction. Often, I would reach Fred at day's end with specific problems that he solved via phone and email within 12 hours.

The Friday 24 August flight to Wisconsin was delayed, and I was concerned that all paperwork and truck crane disassembly would not happen by a Saturday morning deadline. Much to my surprise, the V&H crew attacked these challenges with terrific attitudes. Everyone I encountered seemed to share that culture of success. Mike Martens led the team in critical thinking and Brian tracked down a Watson axle rep late Friday afternoon to brainstorm on a different approach to lockable, steerable tags. Something Fred had mentioned about the new axles triggered this inquiry that resulted in our additional (and unexpected) purchase of the 20,000# Watson tag.

Credit your company's unified commitment to exceptional service, and the strong Wisconsin work ethic to the delivery of our truck ahead of schedule even with the additional items. I watched Scott and his crew take that crane down after dinner on a Friday night with smiles and good humor. Afterward, I walked back to the hotel (arranged by Fred with a V&H discount) and observed all trucks on your lot were crisply aligned and the work floors in all buildings were clean.

Mr. Frankland, what struck me the most is the continuity of positive mindset and purpose shared by all the folks I encountered; and that it was solidly in place on a late Friday afternoon with a customer buying only one of the hundreds of trucks on sight. This business culture is sought after in all sectors of commerce across the country, and you have achieved it in the great city of Marshfield.

Congratulations,



Beau Bateman