

2345 W. Washington St.
Carson City, NV 89703

December 10, 2006

Bob Wheeler, President and CEO
Airstream, Inc.
419 West Pike Street
Jackson Center, OH 45334

Dear Mr. Wheeler:

SUBJECT: Superb warranty service

In October I traveled over 2,000 miles from my home in Carson City, Nevada to Jackson Center. The purpose was to have some warranty work done on my 2005 25' Safari. I am really glad to have made that trip because I was treated so good by everyone I met at the Airstream facilities.

I had a number of warranty issues. Each one was gladly and properly addressed. I thought that one particular warranty issue involving a slanted rear overhead cabinet was going to involve major work. But because of the knowledge and skill of the service person assigned to my Airstream, the straightening of the cabinet was accomplished easily and quickly to my complete satisfaction. They even found and repaired a propane system problem that I did not know existed. As a valuable bonus to me, the service personnel provided me with maintenance advice, showed me how to check and test certain things, suggested certain products which they found best to use, and answered all of my questions.

It is nice but rare for me to have an experience so wonderful that it prompts me to write a letter such as this. I obviously bought a product from a company that totally stands behind its products and cares very much about customer satisfaction. Thank you for your courteous and caring service.

Sincerely,



Randy Grossmann
WBCCI #3352

cc Service Department, Airstream, Inc.
Jon Whipple, President & Owner, Mountain Family RV
Sierra Nevada Unit, WBCCI