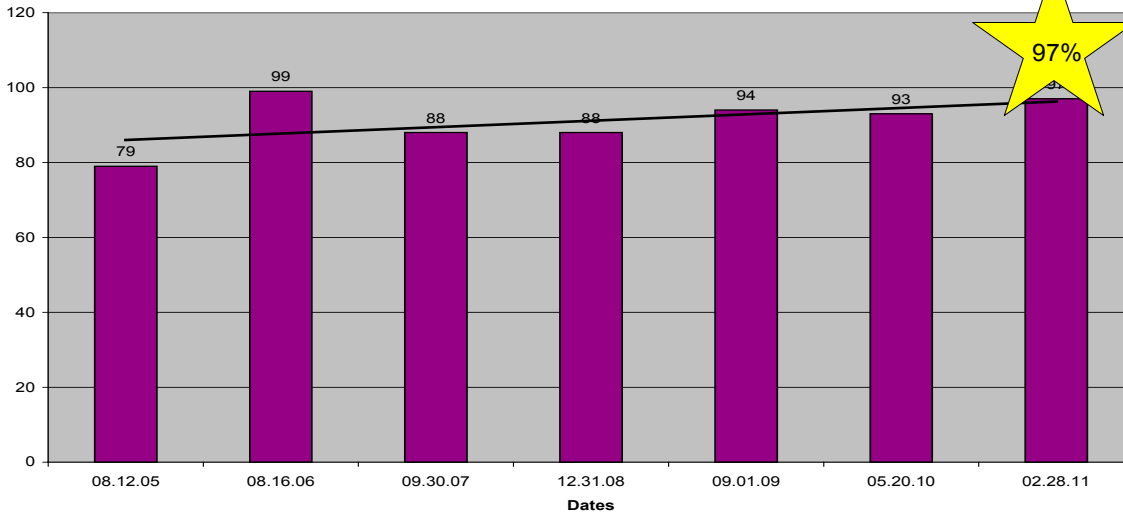




DETROIT CHASSIS LLC

Editor,  
Graphics & Design  
L. Ratliff

### Detroit Chassis Delivers Customer Joy!



### The F53 Customer Satisfaction Survey Conducted in March 2011 Indicates DCP's Customer Focus is Appreciated by F53 Motorhome Manufacturers!

Periodically, Detroit Chassis conducts Customer Satisfaction surveys with F53 motorhome manufacturers such as Winnebago, Tiffin, Newmar, Four Winds, and others. We learned that they appreciate the Detroit Chassis focus on delivering customer joy.

F53 motorhome manufacturers are pleased with DCP's responsiveness and they've been in contact with DCP over the last 6 months. They reported receiving exemplary solutions to their issues and concerns. Most reported that their F53 delivery experience is first-class.

When asked "How can DCP become your Ford motor home provider of choice?" Responses stated that DCP is the provider of choice!

Suggestions gathered from Motorhome manufacturers include requests for:

- a diesel engine
- quicker responses from Ford Engineering
- motorhome friendly service centers

Most motorhome manufacturers have already visited DCP. In fact, Newmar Corporation visited earlier this month and toured DCP and met key Associates and members of the executive team.

During lunch our guest were invited to listen in on our weekly Biblestudy and prayer meeting, Energy! This is what Matt Miller, President, Newmar had to say "I really enjoyed your hospitality... I especially appreciate your boldness in speaking about our savior Christ Jesus. Keep it up! It's a pleasure to do business with a company who is not afraid to stand for Truth."

Thank you Matt Miller!

We want to thank all of the motorhome manufacturers for participating in our Customer Satisfaction Survey; we could not provide JOY without your feedback!

The next survey will be conducted in August 2011.

**Commitment to Excellence by Adding Value!**  
*DCP Corporate Value #1*

**Stay tuned for more to come on the F53 / F59!**

## So, Who's New at DCP?



*Kamal Manku, Manufacturing Engineer*

Let me introduce you to Kamal Manku, Manufacturing Engineer at Detroit Chassis. Kamal joined the DCP team in late February 2011. Kamal will be responsible for manufacturing process improvements and manufacturing engineering.

Kamal is also going to participate on the ACE (Achieving Championship Expectations) visitation team.

Kamal is a licensed tool and die maker with a Mechanical Engineering Degree from Lawrence Technological University in Southfield, Michigan. He held positions in vehicle manufacturing for a major automotive company for more than 13 years working with skilled trades and assembly personnel. Most recently, he worked in engine and powertrain engineering.

Kamal and his wife Michelle have been married for 10 years. They have three children, a son named Tej (8) and 2 daughters, Maya (5) and Priya (2 months). Family values are important to Kamal. In his spare time, he enjoys spending time with his family, home improvement projects, working on his car, exercising, and traveling.

Kamal will report to Craig Prisby, Lean Process Engineer.

**Welcome to the DCP team!**

## DCP ACE (Achieving Championship Expectations)!

What is ACE?

ACE is a DCP cross-functional team that partners with Ford to address customer concerns.

The team is planning to visit the following motorhome manufacturers prior to September 2011:

- Forest River
- Thor/4 Winds
- Monaco/R-Vision
- Gulfstream
- Newmar
- Coachmen
- Bremmen Ford
- Jordan Ford
- Utilimaster
- Winnebago

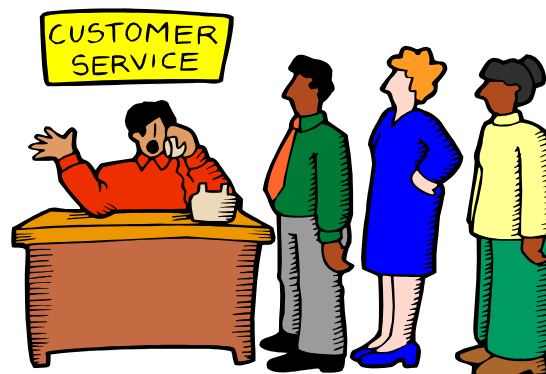
## We Are Coming to Your Shop!

The DCP team includes:

- Customer Service
- Quality
- Engineering
- Operations

The ACE visit schedule is as follows:

- March 24th and 25th
- April 28th and 29th
- May 26th and 27th
- June 23rd and 24th



**If you have any questions regarding the Detroit Chassis ACE program, contact:  
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