

Royce Leonard

From: Ron Cook [rcook@glvrs.com]
Sent: Monday, February 06, 2006 8:29 AM
To: Royce Leonard
Subject: Fw: AUTOMATED SIDE LOADER BID - ENGINES

----- Original Message -----

From: Ron Cook

Dear Mr. Leonard:

After seeing the results of your recent bid for automated side load refuse trucks, I feel I owe you an explanation. I could have bid Cummins ISL engines at less initial cost.

I placed six of these engines in service 18 months ago. The problems started before delivery as the engines were blowing oil out of the crankcase ventilation system in route from the manufacturer. They leaked oil profusely.

After a lengthy battle with Cummins all six units were modified on an as fail basis over a period of months. It took several trips back and forth to Cummins before all field fixes were completed.

The other major issue involved the electronic control modules on the fuel injection systems. The engine would go into limp home mode (reduced power) for no apparent reason. The engine distributor blamed the cause on maintenance, replaced fuel filters, charged labor and diagnosis to my customer and claimed they were fixed. This went on several times before it was determined to be a programming glitch in the control modules. Again, more down time and inconvenience to my customer.

The City of Jonesboro has been a good customer. I'd prefer not to get you involved with this type of aggravation.

Sincerely,

Ron Cook
New Truck Sales Manager
Glover's truck Parts & Equipment
North Little Rock, Ar.
501-945-2000