

SERVICE BULLETIN

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TO: ALL U.S. AUTHORIZED SERVICE AGENTS

SUBJECT: Technician Preparedness

The AJ Antunes Technical Service & Customer Service Departments have been monitoring customer complaints regarding technicians and ASA'S responding to service calls not prepared to do a first time fix. The customers are complaining that techs (not trained, carrying the proper manuals or parts) arrive not prepared to do a 1st time fix or even the ability to look-up part numbers or who the parts are ordered from. Here are some of the reasons that were given to the customers by the techs:

- They were never trained on that piece of equipment.
- Their parts department can't find the part or is too busy.
- They can't trust the part number given to them by their parts department.
- They were told to call the manufacturer for the part numbers.

The customer does not care about the reasons why the tech can't repair his piece of equipment. This has led to an increase in the amount of phone calls to A.J Antunes from techs on the job and customers needing basic problem debugging, or to look-up part numbers and prices.

As part of the ASA agreement you have with A.J Antunes the technicians and the ASA will be trained and have a mandatory inventory of parts that will be maintained by the ASA. The technicians will have the latest manuals w/parts breakdown as well as any parts needed to complete the repair. The A.J Antunes web site has owners' manuals, service bulletins as well as other tools such as technical manuals for training. There have been Bulletins in the past announcing the ability to get the latest owners manuals, field service bulletins and technical manuals from the web. We have just released the latest Bulletin #248 addressing the capabilities of the web site for information and training.

In closing we have a common goal to resolve the customers' issues as fast as possible with as little disruption as possible to them. The technician should be trained and arrive with the possible parts needed to resolve the problem as well as the ability to look-up and find part numbers as well as price and availability either by using the owners manuals they carry with them or to quickly call their respective parts department/manager. ASA'S should be able to support out of warranty calls as well with technical help and parts numbers.

As part of the ASA audit program, A.J Antunes will monitor and make note of these calls from our customer base as Stated above, as well as conduct our own periodic customer satisfaction follow up phone calls to determine the customer's level of satisfaction with the repair that was done. This information will be used along with the Service Agency audits that our company conducts for evaluation of the ASA'S performance, and a plan for resolution of any short comings will be administered. With quick, efficient, and timely Customer Service as our mutual goal, we must insure that the field techs have all the support and training they need to efficiently resolve the customers issues in a timely fashion.

Regards:

Technical Service Department