

Dear Ms. Monique,

About a year ago, you sent me an e mail describing the importance of a mobility being just more than someone who sells the product, but also someone who becomes a partner with the needs of the mobility customer, particularly in regards to commitment in service after the sale.

I would like to comment on one of your dealers, and invite you to forward my comments not only just to your top management, but also to any customers who are searching for a mobility "partner".

After a lot of disappointing experiences with the mobility dealer who is geographically closest to me in Lafayette, La., I spoke to American Lifts Aids, in Beaumont, Texas. My wife and I journeyed to Beaumont and met Ms. Raquel Rohwedder. She and her team embody the definition of a committed mobility partner. This meeting occurred about a month ago. We drove a 2007 Honda Northstar conversion and met with Tim Baker, her brother-in-law, who operates Baker Auto services adjacent to the American Lift Aids facilities. While we discussed the purchase of a new van, Tim began an in depth diagnosis of the problems that another dealer was unable and unwilling to address. After working with my problems all afternoon, it became apparent that repairing my old IMS conversion would not happen immediately.

We ordered a Northstar Honda conversion from Raquel, and picked the new van up Friday, July 18th, leaving my old IMS conversion to have its problems addressed, as I will need to continue using it to tow "wheels down" behind our handicap equipped motor home.

Raquel made us feel like family. She believes in treating all her customer like that. My wife and I truly feel like American Lift Aids will be "partnering" with us throughout the time we drive either of our vans, not only in the outstanding job in ordering, preparing, and delivering the new van, but with the extensive service knowledge of Tim Baker and the rest of the American Lift Aids team in Beaumont, Texas.

We will always look forward to the two hour drive to Beaumont to have our mobility needs serviced because of her commitment to us as customers, and friends.

Sincerely,

Edward and Shirley Stobart
304 Montaigne
Lafayette, La. 70506
337 981 8780
stobarte@bellsouth.net