



SPECIALIZED

TRAILERS INC.

XL Specialized Trailers Inc.

1086 South 3rd Street, P.O. Box 400, Manchester, IA 52057

(877) 283-4852 or (563) 927-4900, Fax (563) 927-4883

www.xlspecializedtrailer.com

WTTBAMIJALBB

Customer Service Warranty Responsibility Change

Effective 6/15/09 roles in our Customer Service, Warranty and Parts Department have changed. Nate Etten will assume the role as Customer Service Manager, with Josh Weig as Customer Service Engineer.

Nate has been promoted to Customer Service Manager due to his overall customer focus, attitude and ability. Josh, a senior engineer with XL, was promoted due to his vast product knowledge and effective communication skills. Nate will call you to introduce himself within the next few weeks.

Please email your customer service, warranty, and parts questions or issues to Nate or Josh and they will respond within 2 hours:

Primary Contact

Nate Etten

Customer Service Manager

Cell: 319.329.4021

Work: 563.927.4900

netten@xlspecializedtrailer.com

service@xlspecializedtrailer.com

Secondary Contact

Josh Weig

Customer Service Engineer

Cell: 563.920.7785

Work: 563.927.4900

jweig@xlspecializedtrailer.com

Please pass this announcement to your customer service and sales team.

Regards,

Nathan Guess

Vice President Sales & Marketing

Cc: Scott Wall