

Hunter Highlights



Hoosier Racing Tire Corporation

Pictured from left: **John DeSalle**, Hoosier Senior Engineer; **Ken Kolter**, Hoosier Product Engineer; **Corey Thompson**, Hoosier Test Wheel Manager; **Dave Scribner**, Hunter Product Manager; **Brad Kicks**, Hoosier Product Engineer; **Mike Douglas**, Hunter Manager R&D Electronics; **Wes Wingo**, Hunter Cincinnati Regional Manager; **Jeff Beauchamp**, Hunter Sales Representative.

Customer Survey Indicates Near 100% Satisfaction With Hunter Service



"J.D. takes very good care of us. Always shows up quickly when we need him."

"Bobby is the best and most competent tech we have ever known."

"Willard is one of the reasons we purchased Hunter equipment."



"Ken is one of the best informed service personnel I have ever met. He always seems to have a 'can-do' attitude when he represents Hunter."

"Sherm is very professional and has always made our company feel like we're #1."

ITW Ride Quality Products

Pictured from left: **Tom Williams**, ITW Project Manager; **Walt Stashkiw**, ITW Vice President of Sales and Marketing; **Mike Gerdes**, Hunter Manager, Engineering R&D; **Jim Beebe**, ITW Vice President of Research; **Mike Douglas**, Hunter Manager, R&D Electronics.



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Hunter's biennial service satisfaction survey was recently completed, providing results that should please the company's Service Organization and customers alike. The survey indicated an outstanding overall customer approval rating of 98.5%! Hunter queries 100% of its customers taking full advantage of the opportunity to improve service and isolate areas needing attention.

The questions are developed to mirror the customer's point of view and address proven areas of concern. Areas measured include response time, degree of satisfaction with service received and the representatives' overall degree of professionalism. The small percent of responses indicating unsatisfactory service prompted immediate corrective action by Hunter management.

Louisiana Service Operator Wins “Hunter In-Shop Demo Equipment Giveaway”



Thanks to Hunter, Frank Fedeli's self-described “old time mom and pop” shop in Kaplan, Louisiana can now offer a higher level of the service his customers find so valuable. Last fall Fedeli responded to a unique Hunter promotion. By requesting an in-shop Hunter equipment demo, he was entered into a drawing to win the equipment used in the demo. In need of a tire changer that could properly handle larger alloy wheels and run-flats, Fedeli made arrangements with local Hunter Sales Representative Ralph Donovan to see a TC3250. Before Fedeli could decide to purchase the equipment, Donovan informed him he'd won. Fedeli says his customers like simple courtesies and easy going service. He can now appreciate the value of a tire changer that makes simple and easy work of servicing his customers' most complicated wheel assemblies.

Frank Fedeli (right), owner of Frank's Service Center in Kaplan, Louisiana, receives his TC3250 Tire Changer from Hunter Sales Representative Ralph Donovan.

First Production S811P-Plus Shipped

Hunter recently shipped its first production S811P-Plus alignment system to Town Fair Tire Centers, the Plymouth, Massachusetts tire retailer and automotive service provider. Key staff members involved in design and production of the new system gathered at Hunter's St. Louis plant to christen the unit with aged bourbon. This time-honored Hunter tradition dates to company founder Lee Hunter and his first new products. Standard S811P-Plus features include Windows®XP operating software, online information database access and a Combination Digital Photo/Digital Video Kit. The new-design S811P cabinet provides ample room for the computer, printer and additional tools.



Hunter Executive Vice President Nick Colarelli and key staff members responsible for the development, production and marketing of Hunter's new Series S811P-Plus alignment console carry out the traditional christening of the first production unit shipped.

Hunter Shows Newest Technology to NADA



Hunter staff members (right) ready Hunter's new StraightTrak™ LFM display. After the gates opened at San Francisco's Moscone Center, this GSP9700 remained in continuous use throughout the show. Hunter also participates in many of the OEM exhibits, providing staff and equipment (far right).



The 2003 National Automobile Dealers Association Exhibition in San Francisco provided the ideal opportunity for Hunter to showcase its newest undercar service technology to the nation's leading car dealers. Drawing approximately 20,000 car and truck dealers who control some 40,000 franchised dealerships, the annual event is a key customer relations opportunity for Hunter.

