

Dear Coachmen Owner

Forest River Inc acquired select assets of Coachmen RV from Coachmen Industries (*Old CRV*) on December 26, 2008. These assets included the physical property and assets of Coachmen RV, as well as the brand name, trade marks, domains and intellectual properties. These assets are being used as part of Coachmen RV a Division of Forest River Inc (*New CRV*). This web site is owned, operated and controlled by Coachmen RV a Division of Forest River Inc (*New CRV*).

Forest River Inc did not acquire any liabilities or assume any contractual obligations of Coachmen RV from when it was under Coachmen Industries, inclusive of product liability or warranty obligations for products built and sold by Coachmen Industries. Warranty for Coachmen RV products built and sold by Coachmen Industries (*Old CRV*) is intact as published by Coachmen Industries and should be honored by Coachmen Industries.

However, in order to assure as smooth of a transition as possible for Coachmen RV owners, Coachmen RV a Division of Forest River Inc. is processing warranty claims for products built and sold by Coachmen Industries. As part of this transaction, a good faith estimate was established for foreseeable future warranty claims. These dollars were put in reserve to handle such claims. And Coachmen RV a Division of Forest River Inc. is attempting to handle parts order fulfillment for Coachmen owners regardless of whom the product was built and sold by. More details on this are outlined below.

Warranty & Parts – Coachmen RV Products by Coachmen Industries (*Old CRV*)

- **WARRANTY for Coachmen RV products built and sold by Coachmen Industries is intact as published by Coachmen Industries and should be honored by Coachmen Industries; however, in order to provide minimal disruption for our owners and dealers warranty administration and processing is being processed through Coachmen RV a Division of Forest River Inc (*New CRV*).**
- **Any exceptions to the published warranties offered by Coachmen Industries must be approved by Coachmen Industries prior to authorizations of such repairs by Coachmen RV (*New CRV*).**
- **Since Coachmen Industries has phased out of their Service Parts Warehouses, parts ordering and fulfillment through them (*Old CRV*) has presented a number of challenges for our dealers and owners. Accordingly, we have asked our dealers to order their parts for units built and sold by Coachmen Industries through Coachmen RV a Division of Forest River (*New CRV*). Even though we do not have any contractual responsibility to handle part orders and fulfillment for *Old CRV* products, we believe it necessary to provide this service to owners of Coachmen RV products. However, we do not have access to Coachmen Industries data base for *Old CRV* product and have only limited resources to pull data or to purchase inactive proprietary parts. Despite this, we are doing our absolute best to meet the needs of**

Coachmen RV owners. Parts ordering and fulfillment for Coachmen RV products manufactured and sold by Coachmen Industries that are current active parts are easily accommodated.

Warranty & Parts – Coachmen RV Products by Forest River Inc (*New CRV*)

- **Warranty for Coachmen RV products built and/or sold by Forest River Inc. is intact as published by Forest River and will be administered, processed and honored by Coachmen RV a division of Forest River Inc.**
- **Parts ordering and fulfillment for all Coachmen RV products manufactured and sold by Forest River Inc ... are processed through Coachmen RV (*New CRV*) Parts Advisor.**

Allow us to address some misperceptions (*italicized*) regarding service and parts support of Coachmen RV products and the status of Coachmen Industries and Coachmen RV a Division of Forest River Inc.

“Coachmen sold to Forest River.” – Yes only the assets of the RV group, as outlined above. Coachmen Industries continues as an active company, retaining liabilities from their RV operation. They simply are no longer in the RV business. As stated earlier, Warranty for Coachmen RV products built and sold by Coachmen Industries is intact as published by Coachmen Industries and should be honored by Coachmen Industries.

“Parts or service will not be available for Coachmen models that were not manufactured by Forest River.” – No, this is not correct. While it is true that we will not be inventorying parts for old CRV products that Forest River did not manufacture, we will and are doing our absolute best to satisfy customer needs for parts of old CRV products and we are processing orders daily for such parts through authorized Coachmen RV dealers. We believe that we can attain most parts; however there may be some parts that are simply no longer available. In such cases, we believe that we can identify suitable, alternative parts.

“If you want to replace any parts for a Coachmen with a manufacture year prior to 2009 you will have to first try to find the part # and then go to the particular parts supplier.” – No, this is not correct. We have dedicated Parts and Service personnel assisting dealers and owners with units purchased prior to 2009 and we are processing parts orders for these units on a daily basis through authorized dealers.

“Are Coachmen customers important to Forest River?” - Absolutely! A large part of the value in purchasing the assets of Coachmen RV lies in the brand name ... the value of the brand name is the customer base! Despite having no obligation or liability, Coachmen RV a Division of Forest River is processing warranty claims for old CRV products and processing parts orders (in some cases requiring us to buy bulk quantities to satisfy the need for a single item) for units which are outside our realm of legal responsibility. In addition to these services that we are providing for Coachmen owners, we continue to support one of the largest manufactured sponsored RV Owners clubs in the Industry ... Coachmen Owners Association. As a matter of fact, our recently held national rally in Nashville, TN brought nearly twice as many owners together to participate in this annual

event and Coachmen RV a Division of Forest River extended a very sincere thank you with a free southern style cook out, service technicians on hand to provide assistance and diagnostic services free of charge and a commitment to grow our owners association in the years ahead.

We very much care about Coachmen owners ... past, present and future!

Coachmen RV a Division of Forest River Inc has a team of dedicated and capable Service and Parts personnel.

- Class A's:
 - Service Representative: Jason Brewer / 574-825-8212 / jbrewer@forestriverinc.com
 - Parts Representative: Dwayne Johnson / 574-825-8317 / dwaynejohnson@forestriverinc.com
- Class C's:
 - Service Representative: Ron Ross / 574-825-8602 / rross@forestriverinc.com
 - Parts Representative: Deb Detwiler / 574-825-8214 / ddetwiler@forestriverinc.com
- Fifth Wheels:
 - Service Representative: Mike Vanderpool / 574-825-8360 / mvanderpool@forestriverinc.com
 - Parts Representative: Gary Mast / 574-825-8204 / gmast@forestriverinc.com
- Travel Trailers:
 - Service Representative Steve Brandenberger/ 574-825-8205 / sbrandenberger@forestriverinc.com
 - Parts Representative: Simon Micola / 574-825-88413 / smicola@forestriverinc.com
- Camping Trailers:
 - Service Representative: Connie Burkett / 269-467-6321 / cburkett@forestriverinc.com
 - Parts Representative: Paula Stewart / 269-467-6321 / pstewart@forestriverinc.com

The integration of Coachmen RV into Forest River Inc (a Berkshire Hathaway Company) has gone remarkably well and the value proposition for Coachmen owners is significant, especially when one considers the state of so many RV owners with products in which their RV manufacturer is no longer in existence leaving them no warranty and no resource or venue for parts.

The Coachmen RV brand is alive and well! Our products and new offerings represent some of the hottest products on the market. Our owners club - Coachmen Owners Association and its affiliated Caravan Club is active and growing. And we remain committed to servicing our owners!

Yes ... the transition to Forest River has been a good one and truly has benefited Coachmen Dealers, Coachmen Owners, the Coachmen Brand and Forest River.

Thank you for your business of past, present and future!

**Coachmen RV
A Division of Forest River Inc**