

THE LEADER

A Newsletter of Freightliner Custom Chassis Corporation

Issue Seven

FCCC Breaks Ground for New Service Center

On June 3, Freightliner Custom Chassis held a groundbreaking ceremony for its latest project—a new service center dedicated to providing service and training for FCCC products. The new service center is scheduled to be open in January of 2006.

The ceremony, which also tied in with FCCC's 10th-anniversary celebration, took place in Gaffney, S.C., at the site of the new facility, on the Spartanburg Technical College branch campus. Many government leaders, Spartanburg Technical College officials, company executives and guests were in attendance. During the event, Jack Conlan announced his promotion from FCCC President to Senior Vice President of Customer Support for Freightliner LLC. Jack introduced the new FCCC president, Reid Bigland, formerly Freightliner LLC's General Manager of Dealer Operations.

The new service center is being built in conjunction with Spartanburg Technical College and will also offer new educational and career opportunities to the citizens of Cherokee County. The new service center is located off Interstate 85 and Highway 11, making it easier for customers to visit.

"We are pleased to join with Spartanburg Technical College in support of the vital plan to bring education and training to the residents of Cherokee County," said Jack Conlan.

To maintain its position as the industry leader, FCCC designed this state-of-the-art facility to increase its responsiveness to customer needs while providing a specialized training facility. The new 12,000-square-foot service center will have six service bays to accommodate more customers and minimize waiting periods. Parking is being expanded with 12 - 15 electrical hookups available for overnight customers. Other amenities being planned to make customers' stays enjoyable include water and sewer capabilities and Internet access for travelers with laptops. FCCC will also provide transportation



From left to right: South Carolina State Senator Harvey Peeler; Dan Terune - President of Spartanburg Technical College; Jack Conlan; Reid Bigland - President FCCC; Dave Hoover - Director of Customer Support FCCC

to customers who wish to take the factory tour and see for themselves the quality that goes into each and every chassis.

A classroom for holding various training classes will also be located in the new service center. This dedicated training classroom will allow FCCC more flexibility in providing training for its current and potential employees, dealer network and customers.

"This new facility underscores our leadership in the chassis business and our strong and still growing presence in the Gaffney/Spartanburg area," said Reid Bigland. "Freightliner Custom Chassis Corporation has achieved great things over our first 10 years, but the best is yet to come."



FCOC Rallies for a Good Cause

When it comes to having a good time, the Freightliner Chassis Owners Club sure knows how to rally. From March 26-29, FCOC held a rally in Myrtle Beach, S.C. The four-day event took place at the Lakewood Camping Resort, and it had the largest attendance ever for an FCOC rally, with 225 coaches and 460 members present. Much of the success had to do with the organization of the Rally Masters, Bill and Priscilla Buck, and the support from dealers, RV manufacturers and suppliers and other companies who donated money, gifts



Bill Buck, Rally Master, presents Carol Rahtec, Medical Director of the Children's Recovery Center, with the donation money raised at the rally.

and services. In addition to coming together for fun, friendship and recreation, FCOC members also reached out and supported a good cause. Thanks to the generosity of many companies, including Freightliner Custom Chassis Corporation, Flying J and TravelCenters of America, a large number of gifts was donated for the rally. FCOC organized a raffle to give out the prizes and, instead of just giving members tickets, decided to charge a small fee for them to raise money to donate to a local charity.

Thanks to the rally attendees, FCOC was able to raise a total of \$2,000, and at the recommendation of the Chaplain for Lakewood Camping, they chose to give the donation to the Children's Recovery Center, a non-profit organization providing services that include counseling for abused children and their families. Bill and Priscilla Buck presented a check to Carol Rahtec, the Medical Director of the Center.

If you'd like to learn more about the FCOC and how you can join in on all the fun, visit www.freightlinerchassisownersclub.org.



FCCC and Fleetwood RV in It for the Long Run

It's official! Starting August 1, 2005, FCCC will be the exclusive chassis supplier for Fleetwood's Providence, Excursion and Revolution models in addition to the Bounder diesel, Discovery and Expedition. We recently finalized a long-term partnership agreement with Fleetwood, which will add the mid-line models to an already strong lineup of Fleetwood diesel products built on Freightliner chassis.

According to Larry Mace, Senior Vice President of Purchasing for Fleetwood RV, FCCC is an integral part of the success the

company has seen in its diesel product line. Said Larry, "FCCC leads the industry in new product development and innovative technology as well as aftermarket support. It just made solid business sense to join forces with FCCC as we approach the challenges of the next several years."

We're excited about this renewed relationship and look forward to continuing our development of new product features that will provide our customers the latest in RV technology.

FCCC Profile

Freightliner Custom Chassis Corporation Announces New Technical Sales Manager for RV Group



We're pleased to announce that Bryan Henke has joined the recreational vehicle team as Senior Technical Sales Manager. He served as Technical Sales Manager with FCCC for eight years in the Commercial Bus Division.

Bryan holds a Bachelor of Science degree in Mechanical Engineering from Texas Tech University and has over 15 years of engineering experience in the commercial bus and heavy-equipment industry.

Before joining FCCC, Bryan held positions as Manager of Product Development for the Matthews Group, Inc., Albany, N.Y., in its Engineering Technology and Alternative

Fuels Center, and as Project Engineer with Stevenson Power Inc., Denver, Colo., developing alternative fuel-injection systems for the Ford Motor Company.

In his new position, Bryan will provide leadership, engineering expertise and marketing support to OEM partners in their product development, marketing and dealer training initiatives. His key accounts will include Winnebago Industries, Tiffin Motorhomes and Triple E RV.

We look forward to having Bryan on the RV team, as he'll bring a wealth of knowledge and experience to his new position and much value to FCCC.



Tiffin Celebrates Milestone Coach Built on Freightliner Chassis

FCCC Joins the Fun to Present an Award

In 1972, Bob Tiffin built his first motorhome in a cotton warehouse, setting a modest goal of manufacturing two coaches a day. His early coaches were just as modest as his goal, with the first model being only 21 feet long—about the length of a 2004 Ford F250 pickup truck. Thirty-three years and thousands of high-quality motorhomes later, Tiffin Motorhomes has a good reason to celebrate—its 50,000th motorhome rolled off the production line on February 24, creating a milestone for the family-owned corporation. What was special about this milestone moment was that the coach was built on a Freightliner XC raised-rail chassis, equipped with many of our industry-leading features.

Alabama Governor Bob Riley commemorated the event by declaring a “Tiffin Motorhomes Day.” A celebration was held in front of the plant with more than 300 suppliers, customers and employees in attendance. During the celebration, Dean Schaper, Sales and Marketing Director for FCCC, presented Bob Tiffin with a plaque to recognize his company for so many outstanding accomplishments. Schaper said the key accomplishment was the strong relationship between the two companies.

During the presentation of the award, Schaper said, “In today’s world, it seems that companies come and go. Some have great ideas, others have great customer

support, strong management teams or great service and distribution networks.” Schaper continued, “The companies that endure have all these, and Tiffin Motorhomes exemplifies these strengths and values. This milestone is the direct result of the honesty, integrity and philosophy of treating others the way you would want to be treated.”

Over the years, it has been a great experience working with Tiffin Motorhomes. We’ve developed a full partnership that we hope to continue for many years to come. We also look forward to Tiffin Motorhomes reaching its next milestone motorhome—built on a Freightliner chassis.

WHAT’S NEW ON THE WEB?

Get to Know Your Chassis at Camp Freightliner

We recently announced the 2005 dates for an amazing educational experience for FCOC members who own a coach equipped with an air brake system: Camp Freightliner. Within a week of posting this information on our site, so many people signed up for Camp Freightliner that we had to add more classes!

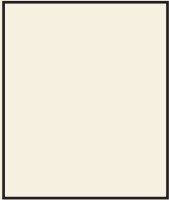
Camp Freightliner is a two-day training session held at the FCCC factory in Gaffney, S.C., that gives FCOC members an opportunity to familiarize themselves with their motorhome chassis. The classes cover topics such as the air brake system, the electrical system, maintenance intervals, weight distribution, vehicle storage and much more. Attendees will get up-close-and-personal with an actual Freightliner chassis to learn more about its features and how they work.

Class size is limited, and Camp Freightliner is offered on a first-call basis. To learn more details about this great opportunity and how to register, visit us online at freightlinerchassis.com.

Show Your Pride or Give a Gift with FCCC Merchandise

If you’re happy with your Freightliner chassis, then why not show it with some great FCCC gear? The FCCC collection has a variety of merchandise, with something for everyone. You can browse the FCCC collection online to find stylish apparel, a nice beverage holder for your drinks, outdoor gear for your adventures, everyday accessories and more. Purchase something for yourself or find terrific gifts for friends and family. To start shopping, visit our Web site and click on the FCCC Merchandise button on the home page.





552 Hyatt Street
Gaffney, SC 29341



For questions or comments, contact FCCC customer service at www.freightlinerchassis.com.

Mail your inquiries to:
The FCCC Leader Newsletter
552 Hyatt Street
Gaffney, SC 29341

The Freightliner Chassis Owners Club—a chapter of FMCA—is enriching the lives of owners who've chosen the #1 RV diesel chassis in the world—Freightliner Custom Chassis!

Membership in the Club is free for one year to new owners of motorhomes built on Freightliner chassis. Ongoing annual membership is only \$10.00. For more details, contact Kathy Kyzer at (864) 487-1700 or visit www.freightlinerchassisownersclub.org.



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