

# Hunter Highlights

News and  
Trends of the  
Automotive  
Service Industry

## Hunter Fields the Largest Service Force in Company History



**H**unter's nationwide service organization is not only the industry's largest dedicated service support team but also now fields the largest number of service representatives in the history of the company. Recent growth has expanded the organization to more than 320 service representatives nationwide.

### Providing Support Unequaled in the Industry

Hunter Service Representatives provide comprehensive customer support that includes new equipment installation, training and education, and continued service for the life of the equipment. A Hunter service representative is within a three-hour drive of customer locations in nearly all cases, ensuring same- or next-day emergency service as the rule, not the exception.

### Self-Motivation Makes the Difference in Service

As independent business operators, Hunter service representatives are motivated to provide timely, professional and cost-effective response to their customer's needs. This approach also results in high rates of customer satisfaction, as measured by ongoing internal company surveys.

### Experienced Team Delivers Quality Service

An exceptionally high level of experience is another key factor that sets Hunter's service team apart. The average tenure of representatives is more than 10 years with many in the 20- to 30-year category.

# NADA Convention and Exposition, Las Vegas –



*Hunter's main exhibit at the 2007 NADA event included a complete line of OE-approved undercar service products.*



*Exhibition staff demonstrate the productivity and profitability features of Hunter equipment.*



*Hunter staffs its NADA exhibit with sales, service, engineering and customer service experts to ensure that dealership owners and representatives quickly receive the information they need.*

**February 3-6, 2007**



*Hunter was also invited to display equipment in many of the OE equipment program exhibits including GM Dealer Equipment, shown above.*

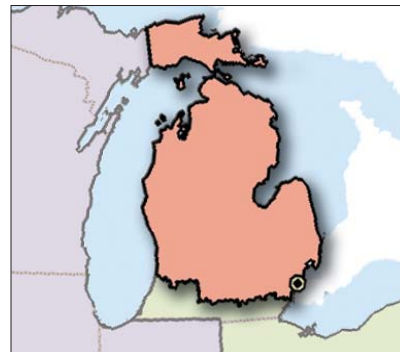


# Jeff Russell Named to Manage Hunter's Detroit Region



**Jeff Russell, Detroit  
Regional Manager**

**H**unter Vice President of Sales & Marketing Dave Smith has announced the appointment of Jeff Russell to head the company's Detroit Sales Region. Russell is now directly responsible for all Hunter field organization activities in the region and management of all of Hunter's automobile manufacturer and dealership accounts based in Detroit and the surrounding areas. Russell joined Hunter in 2000 as a sales representative in the St. Louis Region. After 16 months he was named Director of Marketing, where he served until this most recent appointment.



## Hunter Visitors



### American Tire Distributors National Sales Meeting

Hunter President Stephen Brauer, Vice President of Sales & Marketing Dave Smith and South East Division Manager John Zentz joined ATD for a photograph during the company's national sales meeting at the Hunter Research and Training Center Auditorium in St. Louis. The ATD group included Senior Vice President of Sales **Dan Brown**, Vice President of Sales **Roland Boyette**, North Carolina Regional Vice President **Tom Gibson**, South Carolina and Georgia Regional Vice President **Tom Dawson**, Lower Central U.S. Regional Vice President **Jim Williams**, West Coast Equipment Sales Manager **Wayne Sickenger**, West Coast Regional Vice President **Jim Gill**, Director of Equipment and Supplies **Jeff Snyder**, Upper Central U.S. Regional Vice President **Larry Stoddard**, Northeast Regional Vice President **Jim Matthews**, Vice President of Equipment and Supplies **Gary Reed** and members of ATD's national sales force team.



### TBC Corporation

TBC Senior Vice President of Purchasing **Andy Dudash** visited Hunter's Research and Training Center to review new equipment designs. TBC operates the "Tire Kingdom," "Merchant's Tire & Auto Centers" and "National Tire & Battery" retail tire stores and franchised "Big O Tires" tire stores.

From left are: Hunter Director of Product Management Denny Bowen; Andy Dudash; Hunter President Stephen Brauer; Hunter Orlando Regional Manager Mike Green; Hunter Vice President of Sales & Marketing Dave Smith; and Hunter North Central Division Manager Greg Dunkin.

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