

# Reliability



February 9, 2007

Dear Gary,

**I just wanted to write to let you know how satisfied I am with the John Deere 9520 and pair of 1810E pans that I purchased from you.** In the past, our company had a Quadtrack tractor that we used for similar applications.

I manage our fleet of over 140 pieces of excavating equipment here at BR Kreider & Sons, and in this position I have opportunity to do business with a lot of different companies. **What has impressed me most about John Deere has been the quality of the 9520 and the outstanding service that you have provided.**

**First of all, the reliability of the 9520 has far exceeded the Quadtrack.** We have had much less need for repair. This is important to us, because if there is a breakdown we lose not only the cost of repair, but also the revenue from it's use. In addition, this can jeopardize our schedule and risk loss of customer satisfaction and return business.

**The other thing that has really impressed me is the service your company has provided.** Although our repairs have been low, **when we have needed parts or service you have given us prompt delivery.**

Sincerely,

**Dan Rudy,**  
*Fleet Manager*  
*BR Kreider & Son*