



November30, 2015

Mr. R. Wilson
Sales Director
Southside Equipment, Inc.
Johnson Industrial Park
Atlanta, TX 30001

Dear Mr. Wilson:

On October 16, 2015 we received from you a MaxWise Driller 3101 which, to date, has managed to make only one day's rental without breaking down. This machine has given us problems from the very beginning. When it was delivered, it had to be actually dragged off the trailer (at your representative's instructions), because of a mechanical jam.

We have dealt with a number of Southside Equipment, Inc. representatives at different levels of seniority in an attempt to resolve the loading/unloading problem with the MaxWise Driller 3101. They have all attempted to be helpful, though I am disappointed that it took 30 days to get one of your people to our yard. After telephone calls did not solve the problem, someone should have been on a plane to us. We made that suggestion more than once, but no such action was taken until this whole matter was taken to a senior level.

Given that the MaxWise Driller 3101 is still broken and no one seems to know what to do to repair it, I am convinced that we have received a lemon.

Though I know warranty will cover the costs, we have suffered significant lost revenue and a damaged image in the eyes of our customers who have tried to rent this machine.

Please send us a replacement MaxWise Driller 3101 and pick this one up so I can start to realize a return of my investment, which would also allow me to regain my previous belief that Southside Equipment, Inc. is an excellent organization with which to do business.

I hope we can soon put this problem behind us. I look forward to hearing from you.

Sincerely,

Maurice Dunn

Maurice Dunn
Regional Manager

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