



Double K, Inc. D.B. A Hometown Trolley

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October 9, 2015
Mark Levitt, Vice President
3300 S.W. 11 Avenue
Fort Lauderdale, FL 33315

Mr. Levitt ,

I wanted to address some of the issues pertaining to some part delays . As we all know that when a trolley or bus goes down we all try our best to rectify the issue as quick as possible although some thing are out of our control. We both talked about the long leed time involved with taking the trolleys to the local Freightliner dealer when warranty needs to be performed as well as no back up vehicles for relief on this particular route . With that being said Freightliner sometimes doesn't have the parts in stock due to lean inventory like a lot of larger organizations are starttng to do acrossed the board or simply due to part shortages pertaining to recalls.

We are aware in talking with Oscar weekly on a few Freightliner issues and we are also working closely with Freightliner in trying to accommodate and expedite parts as quickly as possible to keep the trolley running as well as a rsolution to failing parts . This isn't an uncommon thing for us as we have seen these issues on new model year chassis that are going through changes both on the emission side and new technology . While being in business for 30 plus years we always try to do our best as in this most recent case with the faulty chassis rear DOT lighting and DEF tank modules in which we literally stripped parts from numerous chassis we have on the ground to shorten the down time and keep the Miami beach trolleys up and running . We have been working diligently with Freightliner to resolve any future leed times involved so we don't have to keep pulling parts from other customers chassis. I believe as of today all Freightliner parts are in inventory and we were also notified of a recall on one particular part that you were having issues with . Also , I want to add it appears the part failures are related on all rear engine chassis acrossed the board not one specific model hence the reason for a natiowide recall.

In closing , I want to ensure all parties that we take pride in our product and will go above and beyond to help when a vehicle is down and will continue to do so for LSF in all future needs wether chassis or body related .

Please feel free to call me for futher discussions in your meeting tomorrow with the City of Miami Beach .

Sincerely ,

Joey Dunow

Engineering/Product Development

Hometown Trolley Inc