



## **NEWS RELEASE**

For more information, please contact:

Stan Bucrek  
Vice President – Quality Assurance  
Accubuilt, Inc.  
(419) 998-8608

### **Accubuilt Announces Customer Satisfaction Improvements**

**Lima, Ohio - February 2, 2009** - Accubuilt, Inc. announced that Derek Henry has been appointed Customer Satisfaction Manager for the Company's Specialty Vehicle Division, effective January 5, 2009. In that role, he will be responsible for customer order management, warranty claim processing, service parts provision, customer feedback and related customer service needs. Reporting to Derek are Dennis Brummitt (warranty) and Mike Hatfield (service parts). Accubuilt also announced that Joe Bunn will continue in his Director role and will refocus on improving Accubuilt's delivery logistics.

The announcement was made by Stan Bucrek, Accubuilt's Vice President – Quality Assurance, who noted that "Derek has made great progress in warranty claim management and processing. We look forward to the application of his skills to allow our customers one point of contact when dealing with Accubuilt further streamlining and improving vehicle order management. Derek has the experience and broad background required to serve our customers and the business needs of the future". Mr. Henry will continue to report directly to Mr. Bucrek.

Mr. Henry was previously Accubuilt's Warranty Administration Manager, and prior to that, served as Service Parts Manager, Process Quality Engineer, Production Supervisor, and facilitated Accubuilt's CMC and QVM compliance management. Derek has over 20 years experience ably serving customers in the professional vehicle industry, originally joining the Accubuilt team in 1999 after previous employment with two competitive coach builders.

Joe Bunn will continue in his Director role and will be providing mentoring support to Derek during the transition period to ensure his deep knowledge base of our customers is fully available. Joe will now be able to focus on improving our on-time-delivery performance at a reduced cost for our customers. Joe's initial focus will be on improving Funeral Vehicle delivery performance and then leading a corporate-wide effort to further improve deliveries in the Company's other Divisions. Joe has over 40 years of service at Accubuilt and we look forward to using his experience to improve this key area of our operations. Joe will continue to report to Kevin Grady, Accubuilt's Executive Vice President and Chief Financial Officer.

Please extend to Derek and his team your usual cooperation. Feel free to address any questions regarding the above announcement to Stan Bucrek or Derek Henry.

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Accubuilt, Inc. is the leading manufacturer of Luxury Limousines, Extended Sedans, Funeral Vehicles, Mobility Vans, and Custom Trucks and Vans with manufacturing facilities in Lima, Ohio; Springfield, Missouri; and Elkhart, Indiana.

The Company's specialty vehicle offerings are certified and approved by the Cadillac Master Coachbuilder program, Lincoln Quality Vehicle Manufacturer program, Ford Truck Quality Program and the National Mobility Equipment Dealers Association. For more information on Accubuilt, Inc. and its extensive vehicle offerings, please visit [www.accubuilt.com](http://www.accubuilt.com).

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