

BCM

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January 21, 2009

Readers Forum
Family Motor Coaching Magazine
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Dear Forum:

Over the past years, as a member of FMCA, I have read with interest the experiences shared by other members of FMCA as I read the Family Motor Coach Magazine. We members thank you for providing a forum to communicate with other members of FMCA.

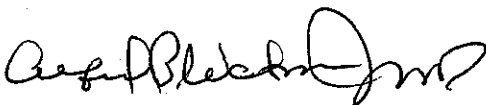
Where do many RV's purchase their initial and replacement rigs? Frequently their first purchase is based on price only! However, when replacement purchases are made, not only is price of the RV important, but the owner knows from experience that he/she should now place dealer service as an equal priority.

I would like to share my wife's and my experiences with you having brought three motor homes in the past 30 years, two in the past five years. All three rigs were built by Holiday Rambler. We are extremely pleased with the Holiday Rambler Motor Homes.

The Holiday World of Houston (Katy) has provided us with outstanding sales, maintenance and repair service for our two recent Holiday Ramblers. We purchased our 2007 RV from Holiday World of Houston because they gave us a great price with trade in, but even more important to us was the reliable and dependable service they provided for us with our previous Holiday Rambler. The whole Holiday World of Houston team is truly caring and professional and is customer oriented. This can do, will do attitude starts at the top, with the owner, Mr. Mike Peay, Mr. Charles Power, Katy Agency Manager, Mr. Roy Moore, Sales Agent, Mr. Fred Fortin, Service Manager and Ms. Linda Yates, Service Advisor. The men in the maintenance bays are superb. Andy, Richard, Tom and others are the ones who can be counted on to do the job right the first time.

An RV is only enjoyable if it operates as advertised. The service of the dealer who works with the manufacturer is the one who keeps our RV's safe, reliable and working. Thank you Holiday World of Houston for making RVing so much fun for the Watson family so we can enjoy the great experience of owning a motor home.

Sincerely,



Alfred B. Watson, Jr., M.D.