



Taking it to the Streets: Spartan Motors Expands Roadside Programs for Motorhome Owners

November 29, 2001

CHARLOTTE, Mich., Nov. 29 /PRNewswire/ -- Every new motorhome equipped with a custom chassis from Spartan Motors, Inc. ([NASDAQ:SPAR](#)) now also comes with a little extra peace of mind: free roadside assistance.

The Charlotte, Mich.-based manufacturer of custom chassis and emergency vehicles has partnered with Arizona-based Coach Net to offer Roadside Companion, a complete package of emergency roadside services available free of charge to owners of premium motorhomes featuring a Spartan chassis. The program, which covers all 2002 model-year coaches, offers options such as towing, tire changes, fuel deliveries and battery jumpstarts.

Spartan Motors has also launched its new mobile customer service unit designed to attend motorhome rallies and provide on-the-spot diagnostics and repair for minor problems. Spartan technicians can use on-board data and voice links to connect directly to the factory for diagnostic assistance. Technicians can input the vehicle identification number (VIN) to order replacement parts with accuracy and speed.

"Our new Roadside Companion service offers extra security for motorhome owners," said Zac Soderberg, customer assistance manager for Spartan Motors. "One phone call and RVers will receive free roadside assistance, 24 hours a day, seven days a week, to any location in the continental United States or in Canada.

"Our new mobile unit also delivers extra convenience to those who enjoy the RV lifestyle. We have already begun taking our new mobile unit to major motorhome rallies across the country. Both programs demonstrate our ongoing commitment to deliver superior customer service -- wherever our customers happen to be traveling."

Roadside Companion coverage includes:

- * Towing and mobile mechanical assistance to the nearest qualified repair facility
- * Delivery of up to five gallons of fuel or replacement fluids
- * Tire change or replacement
- * Battery jumpstart
- * Lockout service or replacement key

"Many new motorhome owners opt not to purchase a roadside assistance package when they buy their new coaches, assuming their warranties will handle needed repairs," Soderberg explained. "They don't realize that towing a stranded coach to a repair facility isn't covered under most warranties -- and can be very expensive.

"Our new Roadside Companion service reduces unpleasant surprises for motorhome owners. Our partnership with Coach Net will allow us to improve the RV experience for our end users."

Arizona-based Coach Net is the largest automotive roadside assistance and technical support company in North America, with a network of more than 20,000 qualified roadside assistance providers who provide full-time technical support and emergency road service.

Spartan Motors, Inc. (<http://www.spartanmotors.com/>) is a leading developer and manufacturer of custom platforms for recreational vehicles, fire trucks, ambulances and other specialty vehicles. The Company also owns fire and rescue vehicle manufacturers Luverne Fire Apparatus, Quality Manufacturing and Road Rescue, Inc.

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