

e-advantage



More Part Numbers! Online Cross-Reference Expands

We've made a major update to the cross-reference section of the dealer log-in area at RedDotCorp.com, adding suppliers and hundreds of new part numbers.

The online part number cross-reference section has the most comprehensive and up-to-date listing of Red Dot numbers, and now includes additional part numbers for

JBAR, Blue Bird, Carrier, PACCAR, and Parker products.

We know our online cross-reference section can be easy to miss. It's a good time to review where to find it and how to use it.

When you log in to the dealer area, click the "Resources" tab on the far right-hand side of the menu bar. You'll see a drop-down menu. Click "**Cross Ref Lookup**" to put in the OEM name and OEM part number.

The result will show you the Red Dot catalog number and RD number, as well as your price for the part, how many we have on hand, and where it's in stock.

Red Dot News

- The R-4500, R-9727 and R-9757 now ship LTL freight only. The LTLs are better equipped to handle these units than the parcel carriers.
- Want the best pricing on your compressor order? Talk to your Red Dot Account Manager about our 2012 Compressor Special.
- If you missed us at MACS in Las Vegas last month, see Red Dot at the Mid-America Trucking Show in Louisville March 22-24. We'll be at booth #11036.



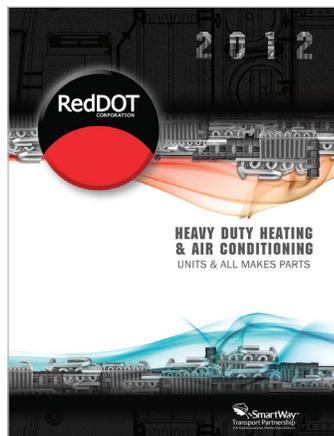
Customer Info	Order Entry	Catalog	PO Search	Warranty	News	Resources
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- On Road Applications
- Cross Ref Lookup**
- RFQ
- Warranty Policy
- Returned Goods Policy
- Log Out

2012 Catalog

Our 2012 Red Dot catalog is now available in print and electronic format. The catalog includes units from JBAR, which joined the Red Dot family last Fall. Designed for heavy-duty and specialty applications, JBAR units deliver the performance and durability that Red Dot is known for yet each one meets a need like no other unit Red Dot makes.

Talk to your Red Dot Ac-



count Manager about what's new in the catalog. If you don't have a 2012 catalog, call your customer service representative. Order RD-5-7835-0P for the print version (shipping in boxes of 10) or RD-5-7835-1P for the electronic version, which includes a heat-load calculator on CD.

Don't See What You Need?

If the product you need is not listed in our catalog, call us, we won't take no for an answer. Also, if you see that Seattle or Memphis is out of stock, call Red Dot aftermarket customer service. Talk to us. Often, we can suggest another source based on who has ordered that product recently.

Download a Preventive Maintenance Schedule

Go to www.reddotcorp.com/resources/product-literature for a PDF of our preventive maintenance schedule. It lists recommended service intervals for the compressor and belt-drive system, condenser, receiver-drier, expansion valve, evaporator, and other components. It's a great document to pass along or print out yourself.



MARCH 2012

CUSTOMER SERVICE

Your Customer Service Team

Meet the Red Dot aftermarket customer service team—the voices and faces on the other end of your call. Based here in Seattle, their job is to make it easier to do business with Red Dot.

“Satisfying your needs and exceeding your expectations is our No. 1 goal,” says Craig Alexandre, who manages the customer service team. “We want you to feel so confident and satisfied in our support that you’ll order from us again and again.”

Craig has been with Red Dot for 15 years and has worked in customer service on both OE and aftermarket accounts. We asked him to say a few words about his customer service team:

Tammy Obermeit

“Tammy has been with Red Dot for 12 years, and has the unique perspective of having worked in both aftermarket customer service and warranty support. We all undergo A/C training, but with her background she’s a great resource on the technical aspects of the product.”

Adrienne Saunders

“Adrienne has been with Red Dot for six years and specializes in export accounts and is now learning our

military business. She gets the job done. Customers really appreciate her knowledge and dedication.”

Rita Jones

“Rita has a strong customer service background and it shows. She started here in April 2011, right at the start of our busiest season, and jumped right in with confidence, commitment, and a sense of urgency. A real asset.”

Kealy Ny

“Kealy is the newest member of our team, but she has 15 years of experience in customer relations and six years in government procurement. We’re excited to have Kealy on board.”

The Red Dot aftermarket customer service team is the best in the industry and Craig says they’re striving to do better. “Customer feedback is one of the most important parts of our job,” he says. “We share our experiences and incorporate your feedback in our training so we can quickly respond to whatever situation comes up.”

You’ll find their direct lines and work hours on page two of every edition of eAdvantage (on your right). “We’re here to help,” says Craig.

From left: Tammy Obermeit, Kealy Ny, Craig Alexandre, Adrienne Saunders and Rita Jones.



SALES

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MARKETING

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Leah Sattler – **Marketing Assistant**
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CUSTOMER SERVICE

Craig Alexandre – **1-866-366-3811**
6:30am - 3:15pm Monday - Friday
CraigAlexandre@RedDotCorp.com

Tammy Obermeit – **1-800-364-2716**
7:45am - 4:30pm Monday - Friday
TammyObermeit@RedDotCorp.com

Adrienne Saunders – **1-800-364-2708**
6:45am - 3:30pm Monday - Friday
AdrienneSaunders@RedDotCorp.com

Rita Jones – **1-800-364-9557**
7:00am - 3:45pm Monday - Friday
RitaJones@RedDotCorp.com

Kealy Ny – **1-800-364-2696**
7:45am - 4:30pm Monday - Friday
NealyNy@RedDotCorp.com

WARRANTY & PRODUCT SUPPORT

Frank Burrow – **206-394-3501**
Cell: **206-849-8816**
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Mark Williams, **206-575-3840 x3339**
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Colleen Bowman, **206-575-3840, x3631**
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All times are in the Pacific Time Zone

MARCH 2012