Summer has started and with the warm temperatures comes even hotter business activity. We’ve continued to perform at a very high level in all aspects of our business. Below are some statistics that illustrate just how strong our business has been this year.

### US OPERATIONS

- **New Truck Unit Sales**: 54% improvement YoY
- **Used Truck Unit Sales**: 38% improvement YoY
- **Service Revenue**: 14% improvement YoY
- **Collison Centers Revenue**: 15% improvement YoY
- **Parts Revenue**: 17% improvement YoY

### CANADIAN OPERATIONS

- **New Truck Unit Sales**: 124% improvement YoY
- **Used Truck Unit Sales**: flat with 2017
- **Service Revenue**: 111% improvement YoY
- **Parts Revenue**: 7% improvement YoY

To achieve these results so early in the year when seasonally those operating months are not as strong as the summer really bodes well for the balance of 2018. I also believe these results are related to the strong culture we have as an organization with our focus on the customers and their needs. Thank you to each and every one of you for your daily efforts in making these results a reality. Only the strength of our team makes it possible.

In February we opened our new Collison Center in Tulsa, Oklahoma. The Tulsa Collison Center Team, under the leadership of Terry Morrow and Jason Mackie, did a phenomenal job opening the business with our first full month in March, producing positive net profit results. That is not normal for new business operations and as most of you know the general rule is 3 years for a new business to make money. Granted we had a smaller operation out of the main dealership prior to the move, but this accomplishment can’t be understated. As we head into the summer months, look for even better results. Please let our customers know we have this new location to service their needs.

In April, Eastgate Truck Centres and their 35 employees joined the North Region of Premier Truck Group. Mike Sharpe will run this dealership for us and we are pleased that they’ve joined our network as we grow our presence in Canada and expand our vocational offering.

PTG Employees Race to the O’Reilly 500

On April 8th, Premier Truck Group, in partnership with Texas Motor Speedway, obtained over 150 tickets for employees and their families to attend the O’Reilly Auto Parts 500.

Ticket request response was so brisk that the allotment was gone in less than 8 hours! We were so very pleased that we were able to bring these no charge tickets to our employees as a thank you for their dedication and hard work. Several employees shared their photos and comments about their experience.

Daniel Varela of PTG Fort Worth said his favorite part of the race was the sound! He had no idea how loud it was going to be with the rumbling and the atmosphere of the fans. Tim Ivy, also a part of PTG Fort Worth, attended with his wife Amy and had a blast!

Several employees from Oklahoma traveled down to the race, including Jennifer Hockersmith of Ardmore, who attended with her husband. This was their first experience at the O’Reilly 500 and they said it was one of the better races they had been to at Texas Motor Speedway. Steven Anderson of Tulsa enjoyed the whole 500 miles of racing. He said it’s one thing to watch on television, and another world to see it live!
WESTERN

by Bobby E. Cooper
Executive Vice President, Western Region

IT'S HOT & DRY IN WEST TEXAS!
The temperatures have already hit triple digits and summer's barely begun! The weather is not the only thing hot; we are proud to announce that our Midland location Parts Department joined the Million Dollar Club and has maintained its member in good standing status for 2 consecutive months!

Business continues to increase in the Permian Basin and has provided an avenue of increased sales in parts, sales and service in both the Midland and Odessa locations. We are thankful for the opportunities the oil and gas industry has afforded us with the increase in sales for all departments. It has also presented a challenge to us by offering lucrative amounts of money to new hires for their industry. We are straining daily to hire and keep the positions on our team filled. It is our hope that the incentive bonus being offered by Premier Truck Group will increase the number of applicants. We will strive to maintain a strong team in order to accomplish our goal of customer satisfaction as we embrace the increased opportunities to provide sales and service.

Our Amarillo location continues to stay strong. The cotton crops have been record breaking for the season, the dairy industry is thriving and the cattle industry continues in an upward swing. All these factors have resulted in an increase in freight traffic through our area. The Amarillo location provides 24 hour service 7 days a week, and that has proven to be a real asset in our efforts to provide the best customer service possible. All locations in the West Region work closely to ensure the least amount of down time for our customers. The Service Department in Amarillo is seeing an average of a 2 day wait time and Odessa is experiencing a 2 week delay due to the heavy load and the need for more technicians. Odessa has recently transported 5 wrecks to the Amarillo location in an effort to expedite the service required and get the customer back on the road. Both locations have scored high in our Reputation Management maintaining an average of 4.4 out of 5. Thank you to all who are making the effort to continually improve our service.

As you are aware, the increased volumes require us to grow our technician count. Please make sure you take advantage of the technician referral program.

Over the past few weeks, our customer facing employees had the opportunity to participate in our Service Excellence Training. The training covered the Service Standards we will adopt. We looked at the service levels the guests are experiencing today and established a plan to enhance the experience. I personally attended several of the sessions and was pleased with the employee feedback. It is clear the Service Standards will help set us apart from our competition. We will be posting the standards around the dealership and will cover them in the fixed ops meetings. Embracing the standards will take us to the next level of customer service excellence.

Thank you for all you do each day to take care of our customers. It is going to be a great year!

(continued on page 3)

CENTRAL

by Mark Lamont
Executive Vice President, Central Region

As I mentioned in the first quarter, we have seen a tremendous demand for new trucks this year. As a result, Freightliner and Western Star sold out production for 2018. I want to recognize the efforts of our new truck sales team for their ability to secure orders for the balance of the year. Because of their hard work, we have a strong order board for the balance of 2018. Additionally we have stock trucks on order to replenish the retail inventory.

We are having a great year in all areas of our business. Our used truck sales are strong. All Central Region Dealerships are seeing an increase in our Fixed Operations Departments.

(continued on page 4)
New Truck Update  
by Ron Long, Executive Vice President of Sales & Marketing

It is amazing to say, but we are already five months into 2018. A “normal year” for heavy truck sales in North America is 375,000 truck sales. This year, our industry is on pace to build and sell nearly 440,000 trucks. This will be the strongest year since 2006. If you were in this business then you will remember that was the year with the big pre-buy as fleets bought to avoid the expense you’ll remember that was the year with the big pre-buy as fleets bought to avoid the expense.

Remarketing Update  
by Mark Suter, VP of Remarketing

PTG’s Remarketing group has a little pep in their step! Today’s booming economy has pushed used truck demand to the high side of our ever changing industry. This demand has cushioned the effect of an increased supply and enabled PTG to set a new record for used truck sales as recent as April. The new truck market is pumping out a record number of trucks, resulting in a sold out order board. The lack of new truck inventory has forced the predominant new truck buyer into the used truck arena. I’d like to say its smooth sailing for the rest of the year, but as history has shown, most of the new trucks all have a trade tied to their delivery. With an inevitable supply on the horizon we will see standard depreciation return and pricing pressure come back into play. The one difference is, we may have a strong enough economy to push our way through the coming supply. Let’s all hope the future continues to be bright for our valued customers and in turn our PTG family.

Marketing Update  
by Steve Silcox, VP of Marketing

It’s been said before that these are exciting times and that’s most certainly the case in your Marketing Department. Leslie Cook, our Marketing Coordinator, and her husband recently welcomed a new son into the world, and by the time you are reading this we will have participated in, and advertised with, both Nascar and IndyCar racing at Texas Motor Speedway. The focus in marketing has been, and continues to be, representing the Premier Truck Group brand across North America. Our acquisition of Premier Truck Group of Hamilton has provided us another avenue to advertise and promote an entirely new product to us; Isuzu Commercial Vehicles. If you have not had a chance to do so, take a moment to check out our Isuzu Vehicle website landing page at premiertruck.com/isuzu.aspx. Speaking of our website, Premier Truck Group was selected as one of a few dealer partners with Daimler to test a new interactive application to allow customers to Build Their New Cascadia online. We’re calling it “Your Way on the Highway”. Much like the high-end automotive industry has had for years, commercial vehicle customers can now customize their Freightliner New Cascadia right on our website, seeing the revisions in real time. As always, if you need anything from the Premier Marketing Department, please complete the Marketing Request Form located on SharePoint.

Vision Statement

Driven by our employees our vision is to be the best in commercial vehicle products and services by providing superior customer satisfaction through a culture of continuous improvement, integrity, respect and passion.

WESTERN REGION (continued from page 2)

improve our standings with the customers.

The West Region would like to welcome Anthony Zanghi to the Premier Truck Group team. Anthony joined our sales team in our Amarillo location last fall and has recently assumed the responsibilities of Truck Sales/ Fleet Management and Municipal Sales. Anthony has taken ownership of the position to fulfill the duties previously held by Wade Black. Wade was a dedicated employee of PTG for almost 22 years. During his tenure he bore the title of Sales Manager, managed the fleet/municipal accounts and represented the Western Flyer brand when it was a part of the group. He was involved in numerous community organizations, won many awards for his support, and was instrumental in the formation of the local One Chair at a Time chapter. He was an inspiration to all who had the privilege to know and work with him. Cancer took our friend from this earth, but his legacy will remain a part of the West Region and the entire Freightliner organization forever.

Our team will continue to battle the heat in more ways than one and work diligently to make the most of every opportunity as it is presented to our team. Stay cool… maintain… and PRAY FOR RAIN!

In Loving Memory, Wade Black  
June 23, 1968 to May 3, 2018
Mission: ABLE Update

Each Premier Truck Group U.S. location should have received an updated 2018 Paralyzed Veterans of America Mission: ABLE communication pack.

NOW is the time to act, for fun fund raising events! BBQ, Raffles, Jeans/T-shirt day!

Another fantastic effort from Premier Truck Group of Knoxville and Premier Truck Group of Odessa for their collections YTD.

As an enterprise we have collected a total of $2,667.87 for PVA Mission: ABLE so far this year.

Please consider taking a moment with your team to refine your process regarding soliciting customers and vendor donations for the Paralyzed Veterans of America effort, as we have several locations that need to “move the needle.”

**Company** | **January** | **February** | **March** | **April** | **May** | **Grand Total**
---|---|---|---|---|---|---
Central | $181.17 | $77.21 | $45.45 | $199.58 | $21.44 | $469.25
PTG - Fort Worth | $26.69 | $88.49 | $21.85 | $57.48 | $10.63 | $157.05
PTG - OKC | $40.00 | $37.81 | $77.10 | $10.57 | $166.48
PTG - Tullia | $112.48 | $25.00 | | | | $137.48
East | $216.00 | $270.00 | $470.00 | $417.00 | $7.00 | $1,480.00
PTG - Chattanooga | $30.00 | $12.00 | $8.00 | $91.00 | $7.00 | $138.00
PTG - Knoxville | $190.00 | $258.00 | $471.00 | $326.00 | | $1,331.00
West | $30.00 | $41.62 | $5.00 | $63.00 | | $79.62
PTG - Amarillo | | | | $57.62 | $5.00 | $62.62
PTG - Odessa | $30.00 | $554.00 | | $63.00 | $647.00
Grand Total | $292.17 | $477.21 | $1,140.47 | $561.58 | $91.44 | $2,667.87

The East Region completed the Customer Experience training with Shannon Chambers from Out The Window Advertising. This training was well presented and well received by everyone who attended.

Knoxville and Chattanooga passed their 6th Elite Support recertification in the 1st quarter. Additionally, congratulations are due to Dave Basil, CIC in Chattanooga, who received “The Elephant Award” at the Elite Summit in February.

The East Region continues working together to maintain our strong start in 2018.

President’s Corner (continued from page 1)

Mike and the entire team are eager to be a part of a larger organization that provides their customers with additional support needs for their operations.

In June, I’ll be meeting with each of our General Managers to review the progress we’ve made this year in the various strategic initiatives we laid out in January.

In the Service Department, we aimed to reduce our lost hours by 10%, improve our warranty recovery to DTNA’s national average, expand our mobile service offering and achieve an 85% thru-put on customer repairs in 24 hours that required less than 4 hours of labor.

In Parts, we aimed to grow our utilization of DTNA’s eCommerce platform Pinnacle Truck Parts and Over the Counter Excellence, reduce our frozen capital in the areas of parts obsolescence and dirty cores, and finally improve our back counter fill levels to 90%.

We may think we’re good as an organization but the ultimate measure is what our customers think, so we also targeted this year a minimum 4.0 Google rating and an additional measure to be #1 among our competitors in the markets we compete in.

When you lay it out on paper it’s a lot to work on and really a fraction of what we have going on in our business every day. There are a number of other initiatives in the Sales Department, Human Resources arena, and Shared Services – all aimed at making us a better company to work for and a better company for our customers to do business with.

I wish each of you a great summer and look forward to seeing you when I’m out in the markets.

Regards,

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Tim Howerton, Knoxville Parts Manager, retired on March 31st after 15 years of service. Under Tim’s leadership, the Parts Department grew from $19,597,000 in annual revenue to $38,186,000 and set a single month revenue record of $5,261,932. We wish Tim and Sue, his wife who just retired from the University of Tennessee, a wonderful and much earned retirement.

Upon Tim’s retirement, Steven Valentine, previously the Parts Operations Manager, was promoted to Parts Manager in Knoxville on April 1st. Mike Harris also joined the Knoxville Parts management team in March as the Parts Sales Manager coming to us with 15 years sales experience at Penske Truck Leasing. In Chattanooga, Alex O’Haver joined the Collision Center as manager. Alex comes to us from MHC and we have high expectations to grow our collision business in the Chattanooga market. Congratulations & welcome to these new managers.

As we continue to address items identified in the Employee Survey, the Knoxville dealership invited CPR Choice to train 8 volunteers in CPR and First Aid. Thank you to those who volunteered to take the training and, if needed, come to the aid of fellow employees.

The East Region completed the Customer Experience training with Shannon Chambers from Out The Window Advertising. This training was well presented and well received by everyone who attended.

Knoxville and Chattanooga passed their 6th Elite Support recertification in the 1st quarter. Additionally, congratulations are due to Dave Basil, CIC in Chattanooga, who received “The Elephant Award” at the Elite Summit in February.

The East Region continues working together to maintain our strong start in 2018.
COMMUNITY EVENTS

Amarillo Honors Wade Black, One Chair at a Time

Many of you have seen our previous photos of the Wheel Chair Basketball tournament we participate in every year. I would like to share a bit on the history of our involvement with this great organization. One Chair at a Time raises funds so that they can purchase specialized wheelchairs for student athletes. Wade Black, our Truck Salesman in Amarillo, struck up a friendship with Joe Chris Rodriguez, Founder of One Chair at a Time, at our local gym.

These two individuals made such an impact on each other that it ultimately led to Wade being on their Board of Directors and Premier Truck Group’s participation in the tournament. We will forever be grateful for the opportunity that we have had and will continue to have with this organization. We will miss Wade’s leadership but we simply cannot imagine not being a part of this tournament.

Our team did AWESOME this year! We won our first 3 games and ended up coming in 3rd overall. I could not be more proud of our competitors and everyone that came out to cheer them on! We proudly wore our Team Wade bracelets and hats to show our support for Coach Wade.

Tulsa Takes Part in Special Olympics Torch Run

Bright and early the morning of May 16th, PTG Tulsa employees Stoney Farrow and Domonique Hilaire participated in carrying the Flame of Hope torch that will light the 2018 Special Olympics Summer Games cauldron. They ran 7 miles with the Sand Springs Police Department and the Mayor of Sand Springs and had the most amazing escort through the city. It was such an incredible feeling to be surrounded by flashing lights, with people cheering and supporting this event. This was Stoney’s 6th year running with the PD and can’t wait for next year!

North Region Raises Funds for Breast Cancer

In honor of breast cancer, the North region participated in National Denim Day on Tuesday, May 18th. Employees were asked to dress in jeans and pink shirts as well as donate $5.00 or more to the cause. Donations boxes were set up in all locations. A total of $520.55 was raised by this event and donated to the Cure Foundation, a non-profit organization that provides funding for basic and clinical research for breast cancer.

Thank you North Region for rallying behind a cause that affects so many women.
NADA Graduate Jason Mackie

2017 NADA Graduate Jason Mackie, with Mark Lamont, received his PTG/ATD ring in recognition of his great achievement! Jason is the General Manager of Premier Truck Group of Tulsa.

North Region Wears Jerseys for Humboldt

A tragic afternoon in April enabled PTG's North Region to step up to the goal line and support those involved. The Broncos junior hockey team of Humboldt, Saskatchewan were en route to a playoff game in Nipawin, Sask. Twenty-nine people were on board the team bus. The bus collided with a tractor-trailer hauling peat moss. Both vehicles were obliterated by the impact. Out of those 29 people on the bus, 15 players were killed and 14 were injured.

In support of the Humboldt Broncos bus crash victims and their families, a group of "Hockey Moms" (from British Columbia) asked people across Canada to wear sports jerseys on Thursday, April 12th. The Hockey Moms wanted to show that these families were not alone and a whole country stood behind them. In addition to the jerseys, a GoFundMe campaign was started for the survivors and victims’ families. PTG's North Region collected and donated $550 to the cause.

PTG Tulsa Gives Back

Oklahoma City PTG employees volunteered their time on Saturday, April 14th with Rebuilding Together, a non-profit organization whose mission is to rebuild lives and neighborhoods to make homes safe, warm, and dry. Their contribution helped to build one of 3,000 homes to help improve the lives of low-income and elderly homeowners in the Oklahoma City metro area.

PTG Tulsa employees volunteered their time on May 9th at Tulsa's Habitat for Humanity and had such a great turnout. The weather was beautiful, the staff was so kind, and the service techs really represented PTG well. A huge shout out and THANK YOU to the employees below, for spending their day working hard and giving back to our community!

EMPLOYEE EVENTS

Vikings Escape Mystery Room
In April, the Premier Financing Team competed for the “Sherlock Holmes Trophy” in their 1st Annual Escape Room Team Building Event. It was a battle of intellectual sleuths...the Bikers vs. the Vikings. It went down to the wire, but the Vikings team escaped the mystery room in a photo finish. To be continued next year!


Tulsa’s 5th Annual Clay Shoot
The 5th Annual Clay Shoot was held on April 27th. 62 customers shot and 25 vendors helped sponsor the event. We had catered food, awarded prizes for 5 flights (1st, 2nd, 3rd place for each flight), and held drawings for prizes (Yeti coolers, gun safes, gift cards, Costa sunglasses, smokers, and grills) including a grand prize drawing for $1,000. Each customer and vendor received a custom designed skeet shirt, custom imprinted ammunition pouch, and shooting glasses. Top shooter of the day was Jeff Fink from Coyson Transportation and Larry Marlatt from Central Tech. The top team was from Miller Truck Lines. We’ve had a lot of positive feedback and a ton of customer satisfaction from this event.

North Dallas Puts Their Culinary Skills to the Test
On May 25, PTG North Dallas employees volunteered for Meals That Heal at the Ronald McDonald House near the Dallas Medical District. By volunteering their time, these employees planned the menu, provided groceries, and prepared a meal for families during their stay. After spending a long day in the hospital, it is a comfort to these families knowing that a home-cooked meal awaits. Thank you PTG North Dallas for your selfless contribution over Memorial Day Weekend.

Chattanooga Chili Cook-Off
PTG of Chattanooga held their 1st annual chili cook-off on January 19th. The event raised $225 in donations for Mission: ABLE, a non-profit organization for veteran advocacy. Keith Martin led the event with a helping hand from Dave Basil.

There were 8 entries with 1st, 2nd and 3rd place winners. 1st place: Tyler Sentementes; 2nd place: Cheryl Hess; 3rd place: James York. Honorable Mentions: Ken Shumake, Dick Baumunk, Jeff York, Dave Basil, Keith Martin.
Fort Worth Mother’s Day Surprise

On Friday, May 11th, the Fort Worth dealership honored its mothers by surprising them with flowers and mini cheesecakes. The flowers were beautiful and the cheesecake was delicious.

Dinner with Roger Penske masks Surprise Proposal

Congratulations to Steven and Lauren Valentine on celebrating their first anniversary!

For those of you that haven’t heard, Steven’s proposal story begins with a faux dinner invitation from Rich Shearing to inconspicuously hide his proposal from Lauren. The invitation letter cordially invited the Knoxville Management Team and a guest to a special business dinner with Roger Penske. The letter was full of details including dress to impress attire and no alcoholic beverages at the event. Unbeknownst to Lauren, Steven was planning to propose that evening and have dinner with family and friends afterward.

Before dinner, Steven suggested they stop near a local park to have a drink. Nearby in the park, forty of their closest family and friends were hiding. A few weeks prior, Steven had contacted one of Lauren’s friends from high school who is a photographer and asked her to wait casually in the park when they passed through. As they walked through the park, Lauren saw her friend and stopped to talk. Her friend told her that she was waiting for another client but would love to take their picture since they were dressed so nicely.

As her friend began to pose them for their picture, Steven’s elaborate plan began to take place in the background. After the photographer snapped their picture, Steven asked to look at it. As Lauren looked at the photo, she noticed a group of family and friends holding letters that spelled out “Will you marry me.” Steven got down on one knee and asked Lauren to be his wife. Steven then told Lauren that they would be having dinner with their family and friends, not Roger Penske. Lauren expressed how happy she was at being newly engaged, but disappointed that she wasn’t going to get to meet Roger Penske.

40 Year Anniversary Celebrations

Congratulations to both Larry Riley and Mike McQuerry on celebrating 40 years with PTG!

Fort Worth Employee Appreciation Event

On Friday, May 11th, the Fort Worth Parts Department made breakfast burritos for an Employee Appreciation Event. This is a new initiative to help show our employee’s how much they are appreciated. Each month (except the months with a Fixed Ops Luncheon), a different department will be heading up the Employee Appreciation Event in a different and fun way.

Idea Central Contest Winner

Congratulations to Lana Sellers of PTG Fort Worth for being one of our Idea Central contest winners.

Idea Central was first introduced in 2016, and has resulted in more than 600 creative ideas and suggestions on how to make Penske Automotive Group and Premier Truck Group better for our associates and customers. We encourage employees to submit suggestions and ideas through Idea Central on how to increase productivity, drive sales, improve safety, and enhance customer service.

Lana’s idea was to make modifications to the Wholesale Transfer Agreement form. This form is used to transfer vehicles from one location to another, and also used to transfer the floor plan through Daimler.

Lana thought it would be more efficient if the form had drop down boxes prepopulated with location names and dealer numbers so that the information entered on the form would be correct and complete.

Thank you Lana for your great idea!
Corporate Office’s Dog Whisperer

April 3rd started off like any other day. Around 8:30 am, 9 stray dogs were found wandering around the industrial park. As a dog lover, Debbie Hafele immediately sprang into action to determine what could be done to bring the dogs to safety, as 6 of the strays were puppies. On the first day, Debbie was only able to rescue two of the puppies and the rest disappeared into the woods at the end of the industrial park. Over the course of the next week, Debbie’s compassion and patience enabled her to rescue the mother and the remaining 4 puppies with the assistance of her husband, Aaron.

Living on the streets without proper care, the puppies had some health issues, but with the help of Duck Team 6, Debbie was able to nurse most of them back to health. However, things are still day-to-day until they get stronger. Duck Team 6’s mission is to help reduce the street dog population through capture, placement, and outreach. It is one of the many non-profit organizations in the Dallas area that helps rescue dogs. If you are in need of a companion, several of the puppies are still available for adoption. Fortunately, the mother has already been adopted.

Unfortunately, stray dogs are not a new occurrence in our area. Luckily, these pooches will have a happily ever after, but sadly that isn't always the case. In light of PTG's recent rescue efforts, a Chili Cook Off fundraiser was held on May 21st to assist Duck Team 6 with their continued efforts. A total of $3500 was raised for Duck Team 6 and their efforts to help get stray dogs off the street. Thank you to everyone who donated money, entered their chili, and a great big thank you to ExCom for cooking!

1st place: Christina Gibson, 2nd place: Kiki Smith, 3rd place: Paul Ground.

Well Done, Ken Clarke!
Ken Clarke, shown accepting his TBB Wings of Eagles Sales Award at the Dealer Meeting in Orlando.

Knoxville Employee Appreciation Breakfast

Knoxville Branch Department Managers got together and cooked a full, southern style breakfast for all the employees to enjoy. They served biscuits & gravy, sausage, bacon and eggs. The eggs were made to order. The breakfast was topped off with hot cups of coffee and orange juice. Thank you DM’s for taking time to appreciate your employees.

MISSION STATEMENT
At Premier Truck Group, we are about one thing… Exceptional Customer Service

We will achieve this through:

• Hiring and developing the best Employees.
• Exceeding our Customer’s Expectations.
• Demonstrating the highest level of Commitment, Respect and Responsiveness to one another, our customer, our partners and our communities.
• Maintaining a High Quality and Safe Work Environment that makes us an employer of choice.
• Fostering a culture of Collaboration & Continuous Improvement.
• Valuing Honesty, Ethics and Integrity in all we do.
• Encourage Risk taking and Ownership for mistakes.
• Providing great Facilities in great Locations.

Corporate Community Action Committee Holds Chili Cook Off

In light of recent pup rescue efforts, a chili cook off was held on May 21st, accompanied by a hamburger and hot dog cookout for Corporate and South Dallas employees. Fitted in their aprons, ExCom put their grill master skills to work and cooked a delicious lunch for the employees. The weather was beautiful, and employees had a chance to mingle and win PTG swag. A total of $3500 was raised for Duck Team 6 and their efforts to help get stray dogs off the street. Thank you to everyone who donated money, entered their chili, and a great big thank you to ExCom for cooking!
Hello to all of our fabulous PTG employees, our appreciation to each of you and your contributions in an excellent start through the first five months of the year. We are all convinced that our performance would be even better if we were able to fully staff our Service Department with a full complement of technicians. I view this as one of the biggest challenges we face as an organization, which is why we introduced an enhanced referral bonus program for any technicians that you refer for hire during the months of May and June. You should have received a home mailing regarding this as well as our video introduction and postings throughout your dealership. I really view our employees as the best source for helping us hire good candidates for all positions. High performing employees typically recommend others who will be equally productive and successful.

As you know, we continue to strive to be the “employer of choice” in the commercial truck industry. A key factor in that is making sure we make good hiring decisions. We maintain a mantra of “tough to get in, and tougher to leave.” That simply means that we are selective in who we add to our PTG team, but once hired, we strive to create such a great work environment that they don’t desire to work elsewhere. Our current turnover number is 23%, slightly higher than our 20% objective, but less than half of what the typical dealership businesses experience. While we’re proud of these results, they have created short-term challenges for us, especially knowing that some of our competitors aren’t nearly as selective in their employment process.

This certainly makes it more challenging to hire for all positions, particularly technicians, as there are thousands of technician positions available throughout our industry and far less individuals pursuing what we believe to be a fabulous career path. We continue to recruit at many trade schools across the country and have developed a mentoring program to assist our newly hired technicians when they join our team. We will continue to pursue excellence in all aspects of our recruitment, selection, and training processes.

Speaking of training, I would also like to bring your attention to our recent customer service training initiatives. It has been great to visit with many of you over the past few months as we have delivered our customer excellence trainings to your markets and dealerships. The vast majority of our team members have received these sessions enthusiastically and provided us with great feedback on the program. Shannon has done an excellent job in delivering these as we are committed and striving to create and maintain an environment which provides the best customer service in our industry. Remember, our desire to make a 1% improvement every day which will have a compounding impact on our overall results….1% improvement each day will result in much greater than a 30% improvement in 30 days!!

By the time you read this, we will be delivering the second half of the service excellence program in all of our markets. The second half is focused on mapping our phone calls properly, improving our customer interaction when working the phones, and solidifying our ten service standards. We sincerely desire this to be far more than a fun training session. We desire to hold ourselves to a higher standard with providing excellent service to our customers. Please make a strong effort in that regard. A great work environment with outstanding service is a long-term formula for success for each of us.

As always “our doors are always open.” Contact me at any time with comments, suggestions or questions you may have. The best to each of you and your families for a great summer and vacation season!!

Scott

New employees at a company watch the senior employees and take their cues from what they do. No matter how much training new employees are given, if the more experienced workers around them are not practicing safe work habits, eventually the new employees will emulate them, putting themselves and possibly others in danger.

No matter what your position is, you can be a safety leader by quietly doing what’s right and by recommending that others do the same. If someone asks your opinion about whether a safety precaution is necessary, be a proponent. You could be saving their life. Make sure that you:

- **Don’t take shortcuts**
- **Use guards and safety devices**
- **Focus on what you are doing – don’t get distracted**

Remember that not only your co-workers, but supervisors and visitors will observe what you do. Sloppy habits reflect a sloppy operation and make a poor impression. Be a safety leader. You will stay safe, and you can help others stay safe too.

in 2017 and Albert Jansen was recognized for his contributions to training in the Stars Program at the Thomas Built Bus Dealer meeting held in April. Congratulations to both and thank you for your efforts.

In April we welcomed the 7th member to the North Region family. Eastgate Truck Centre became part of Premier Truck Group, based in Hamilton, Ontario representing both Western Star and Isuzu lines. We are excited to have Mike Sharpe and his team join us. Thank you to all for your patience and support during the transition time. We look forward to positive growth and strong results in this important area of the AOR.

Our community involvement initiatives, spearheaded by Dana Syriani, continue to foster a sense of pride and confirm we are fortunate to have a caring and compassionate group of professionals representing PTG. The participation in “Jersey Day” and donations made in support of the Humboldt Broncos Jr Hockey Team confirmed the commitment to helping others.

Thank you to all for your efforts in meeting customer demands and delivering strong results. We’re well positioned to make a significant contribution to the overall success of PTG in 2018.
March 7, 2018

These guys are real truck techs, top notch they only fix what’s broken and don’t pad the service invoice to rip you off. If your truck needs repair push, pull or drag it to these guys. Jody Fatheree is about the best service manager there is, no games, no BS just quick and straightforward repair work. If I had more thumbs I would give them five.

John Evans on Facebook

A LETTER TO THE GENERAL MANAGER
of Premier Truck Group of Ardmore

Good morning if you could pass this on to a corporate general manager in charge of service for all the stores I would appreciate it.

I have used your store in Ardmore Ok a couple of times and I cannot express my joy with the attitude and efficiency of the whole group! They have the get the truck in here and let us take a look at it helpful attitude! Both times they had our trucks in fast and out the door! From the receptionist to the service manager to the parts personnel this is one of the best freightliner dealers we use!

Thank you for making it easy!

Brian Murphy, Fleet Maintenance Manager
Consumers Supply Distributing, LLC

April 27, 2018

The windshield wipers on our American Revolution RV stopped working, causing me to drive through much rain without their use. The RV was built on a Freightliner chassis, so I took the RV to Premier Truck Group of Chattanooga. They quickly diagnosed the problem - shorted out electronics module - and worked with the RV manufacturer to get the repair covered under American Coach’s warranty, but were unsuccessful in getting them to be responsible. Once I okayed the repair (after being apprised of the cost), it was completed expertly and quickly. Turns out that they have an RV specialist on staff and are an authorized service center for Cummins/Onan as well as Freightliner. I strongly and unreservedly recommend Premier Truck Group of Chattanooga for all engine and chassis work your diesel pusher RV may need.

Neal Davis on Google +

April 24, 2018

North Dallas Parts location is top notch. Parts staff very helpful, courteous, knowledgeable and have parts we needed.

Asja Ross on Google +

March 21, 2018

 Came to purchase a truck here and had a great experience! Ally Rocha and Peter Brakner in the Finance dept took great care of me. I can honestly say they made it the best truck buying experience. It’s a one stop shop. Best finance dept in DFW!

SEDRICK GOODEN on Google +
April 1, 2018 ★★★★★

The guys in the service department are the reason that we buy trucks from premier. When you need top notch service with time sensitivity, these guys will go above and beyond!

skyler riley on Google +

March 7, 2018 ★★★★★

This dealership has been my go to for many years! Because the knowledge and skill level of the staff, from the service department to the body shop, they have always been high above the standard of most shops I have encountered. The communication and follow-up on all repairs has also been done in a timely manner. Premier Truck of Knoxville is one of a very few dealerships that I trust fully with whatever our trucks need!

Admin Medlin on Google +

March 15, 2018 ★★★★★

Great place!

ike Ume on Google +

April 17, 2018 ★★★★★

friendly people, fast service, they will go out of there way to help you. Will explain to you in detail of the problem and the best course of action to solve the problem. Highly recommend.

robert moorman III on Google +

March 21, 2018 ★★★★★

Highly recommend doing all of your business with Andy Blackburn at Premier Truck Group of Odessa. Andy is a SUPER Amazing sales person!! He is honest, professional, knowledgeable, courteous, caring and very attentive to what his customers needs are. I am very impressed and pleased with the sales and service they have provided to my company. I look forward to future business with Andy and Premier Truck Group of Odessa.

Liz Ornelas on Google +

April 24, 2018 ★★★★★

Sterling Jone, was the best salesman & parts guy I ever seen. He (sterling) went well beyond what most sell people do for you. This company should be proud to have a guy like this. I definitely recommend him for upper management.

Kazim Abdulmumin on Google +

April 10, 2018 ★★★★★

Great facility with fantastic staff that really care about the customers. Quality conscious and to me, that is number one.

Scott Kelly on Google +
CONGRATULATIONS!

HAPPY ANNIVERSARY TO YOU!

Amarillo
Jesus Mercado 15
Jack Russell 5
Jerid Oxley 3
Oscar Alvídrez 3
Jason Ellis 3
Emily Karcher 3
Darren Hinkle 3
Coltyn Daughenbaugh 1
Shelby Ragan 1
Vince Esquivel 1
Joshua Mendoza 1
Brenton Sanders 1
Robert Norman 1
Adrian Mondragon 1

East Region Management
Robin Rodgers 5

Fort Worth
Robert Sasser 20
Andrew Baker 15
Michael Green 10
Lana Sellers 5
Mario DeLeon 5
Nicholas Jones-Briscoe 5
Jordan Rangel 5
William Newberry 3
William Jewell 3
Jorge Roman 3
Adam Fetterolf 3
Jacob McElvain 3
Rebecca Smith 3
James Nezat 3
Maxwell Cogdill 1
Mark Zavala 1
Irvings Garcia Aranda 1
Amy Brandt 1
Kandace Ruiz 1
Richard Chamberlain 1

North Dallas
Hector Valverde 3
Desmond Williams 3
Antonio Rocha 3
Brian Perez 1
John Henry Garcia 1
Guillermo Espinoza 1
KelVintray Brooks 1
Oseloka Nwanze 1
Kristine Griffin 1

North Region Management
Kathleen Bamlett 20

North Texas
Karl Cox 5
Barry Bolen 5
Haydn Kirkland 5
Douglas Kirkland 5
Andrew Collins 5
Donald Ballance 5
Julie Pilcher 5
Cindy Morris 3
James Valentine 3
Deanna Lafranca 3
Ethan Salathiel 1

Odessa
Christopher Spurger 1
Juan Ochoa 1

Oklahoma City
Kristy Clark 40
Larry Riley 40
Dennis Day 20
Blake Mann 5
Justin Lowe 5
Chazwick Green 5
Joshua Littlefield 5
Dalton McGhee 3
Andrew Hockett 3
Brett Hall 3

Charles Redbird 3
Dwayne Weirich 3
Bobby McGehee 1
Landon 1
Petermann-Norton 1
Damian Littleton 1
Drake Partaka 1

Oshawa
Dwayne Savory 15
Margaret Taylor 10
Riley Chapman 3

South Dallas
Darren Hunt 25
Garrett Tidwell 25
Jessica Morris 5
Deward Granger 5
Darian Parhm 5
Andrea Billings 5
Daniel Johnson 5
Jesse Rodriguez 5
Richard Brown 3
Gerald Hull 3
Shane Tally 3
Juan Becerra 3
Paul Desimi 3
Victor Saldivar 3
Cody Bell 3
Samantha Williams 1
Derec Yakel 1
William Hembree 1
Brenden Green 1
Michael Good 1
Todd Gonitzke 1

Tulsa
Megan Spencer 10
Steven Anderson 3
Amy Brown 5
Matthew Allen 5
Josh Rhodes 3
Aaron Gailey 3
Steven Simmons 1

Tulsa Body Shop
Brently Gleeson 15

Woodbridge
Pasquale Gadaleta 1
Vinothan Packiyathan 1