

# THE DEERE CROSSING

VOL I ISSUE 1

THE NEWSLETTER OF FLINTCO

SEPTEMBER 2010

FlintCo, A family of powerful Companies –

[Flint Equipment Company](#)

[Albany Tractor Company](#)

[Lawn and Garden](#)

[Flint Power Systems](#)

24 Offices in 4 States –

*We stand at the forefront of the equipment industry in the southeastern United States. Our long and noteworthy history is testament to our continuing belief that good customers and good employees are the power that drives the company.*

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## FLINT RECIEVES AWARDS

### Strategic Feedback Announces 2009 Dealers of the Year for Parts & Service Customer Satisfaction

June 01, 2010, Naperville, Ill. — Strategic Feedback recently recognized two companies for achieving the highest overall customer satisfaction for their Service and Parts Departments in 2009. The awards were based on customer willingness to recommend them from a field of nearly 1,000 construction and agricultural dealerships. Results were gathered through Strategic Feedback's SatisfYd® program and survey process.

Kristin Rockwood, Director of Sales at Strategic Feedback, recognized the next top 10 performing dealers in 2009 with Plaques of Excellence.

Flint Equipment was one of only two dealers to receive awards for both Service and Parts Departments. Sonny Luke, Service Manager for Flint Equipment Albany, Ga. and Albert Winters, Parts Manager, Flint Equipment Tallahassee, FL.

"In today's highly competitive marketplace, a business cannot thrive or survive by guessing what its customers need and

expect," says Rockwood. "Service is often the only true differentiator between dealers. It's where you gain customers for life. These dealerships know what it takes to keep customers happy, and have done an outstanding job of utilizing the SatisfYd program to its full potential."

For more than 11 years, Strategic Feedback, Inc. has been helping dealers throughout the United States and Canada understand their customers' experience through the effortless approach of the SatisfYd program and survey process. The 100 percent automated survey process insures customers get an opportunity to provide valuable feedback.

Congratulations to Sonny Luke and Albert Winters!

-Mark Lowe  
Flint Equipment, Albany

## FLINT HELPS YOU GET THE FUNDS

Flint Equipment has worked successfully with a non profit organization (FRACCA) to help secure \$1.65M in federal funds for the repowering and replacing of older Construction and Forestry lower tier emission engines and vehicles. This award will help our customers operating in GA, FL, and AL upgrade their equipment and stay competitive in bidding situations that include low emissions language.

**Applications will be accepted beginning Aug 16 – Oct 15.** See your CSA or Service Mgrs for details.

-Mark Lowe  
Flint Equipment Co, Albany

## FLINT POWER FIRES UP THE IT4 6090 ENGINE

Flint Power Systems took delivery of the first John Deere interim tier IV 6090 production engine back in May. Slated as a prototype unit to design their 6090 IT4 line-up, the 6090HFC95 was recently demonstrated for the first time at an FPS sales meeting that took place earlier this month in Albany. Shown at right frame in one of the multiple open power unit configurations, this 425hp unit will eventually be designed into a number of different Flint Power Systems packages (both enclosed and open units), as well as various OEM packages. Racing to meet the EPA regulation date deadline of January 1, 2011 for 173hp and above diesel engines, Flint Power Systems made the decision to bring in the early Waterloo production run unit to ensure they will be ready to fill orders for their customers forced to go IT4 at the first of next year.

Diesel particulate filters, series turbos, and variable speed fan drives makes the learning curve on these new tier engines steeper than it has ever been before for everyone.

Get Ready!!!!

-Brian Schneider  
Flint Power Systems



*Gathered at Flint Power for the IT4 unveiling from left to right, Chris Helms – FPS, Mike Griner – FPS, Phillip McDonald – FPS, Josh Learn – FPS, Beryl White – FPS, Joby Javellana – JDPS, Brian Schneider – FPS, Mark Lowe – FEC, Lu Bordoni - FPS*

*Flint Power Systems.....Powering the South!*

## ALBANY TRACTOR SAYS WELCOME ABOARD!

Albany Tractor would like to welcome aboard three new employees:

Todd Rice has joined Albany Tractor as branch manager at the Pelham location. Todd has a background in dealership management through working for Yancey Brothers for twelve years.

Jamie Tillman is now the service manager at Albany Tractor's Sylvester location. Jamie has 22 years experience as a John Deere technician and he is also a U.S. Army vet.

Russell Sauls is now on board as a field service technician at Albany Tractor's Sylvester location. We are proud to have

him represent us with his 23 years experience as a John Deere technician. Russell also holds a master technician status through John Deere University.

We are very excited about adding these fine folks to our team. They are all very focused on customer service and we feel certain they will contribute to the growth of our business.

-Chad Scarbor  
Albany Tractor Company

**A division of Albany Tractor Company, Albany Tractor Lawn and Garden sells and services the complete line of quality John Deere lawn and garden equipment for homeowners, including small tractors, lawn mowers, riding mowers, recreational vehicles – and even a large selection of John Deere toys for the kids.**

**Through September 30, qualified customers can receive special financing on used cotton pickers and combines. See your local Albany Tractor sales representative for details! Or Call (229) 432-7468**

## EMPLOYEE MILESTONES



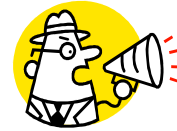
Kenny Davis – FEC Sales, Albany, GA – 35 Years!

Anita Maxfield – ATC Parts Albany, GA – 20 Years!

Bill Murray – FEC Branch Mgr. Dothan, GA – 5 Years!

Lisa Hathcock  
Human Resources Manager

## ANNOUNCEMENTS

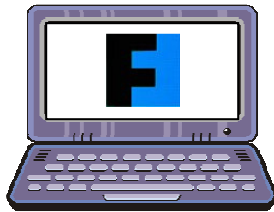


– Please submit articles / announcements to [bdavis@flintholdings.com](mailto:bdavis@flintholdings.com) by the 15<sup>th</sup> of each month. Thanks!

FEC Tallahassee- Welcomes Charles Hafner to the Parts dept., and Brooks Wolowinski to the Service dept.

Maple Hill – AKC registered English Cocker Pups, call Franklin (229) 343-7600 Great bird retrievers!

## INFORMATION SYSTEMS



**The news from the IT department** is the recent addition of Brad Hinson. Brad comes from Dawson, Georgia where he was previously employed with the USDA's National Peanut Research Laboratory. Brad provided IT support and computer programming assistance to scientists, farmers, and coworkers. Brad started with Flint on Monday August 2<sup>nd</sup>. 2010.

Words of wisdom from the Techno Cave-

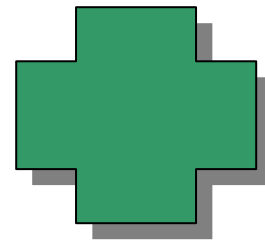
### **Green Screen users:**

If your AS400 printer has a paper jam or runs out of paper the system will generate a message. This message will have to be answered to restart the printer. To reply to the message type "wrkoutq p1" replacing p1 with the printer id. If your printer is pr you would type "wrkoutq pr" and press enter. This will show you the print jobs waiting on the printer. If the status column shows "msqw" that indicates that the system is waiting for a response to a message. Put a "7" on the blank and press enter. This will display the message so you can reply. Reply to the message by pressing "r" and then "enter"

After replying to the message type "strprtwt p1" on the command line (again replacing p1 with your printer id). The printer should now be printing.

**Charles Bruce**  
MIS Manager  
229-888-1212x723

## SAFETY



### **Keeping your Eyes on the Road and Hands on the Wheel.**

Distractions draw our attention away from the road and our reaction time to emergencies is diminished. Eating, drinking, using cell phones, blackberry devices, laptop computers, two way radios, etc. distract you from your responsibility for safe operation of the vehicle that you are driving and should be avoided. Cell phones/radios should not be used unless equipped with a hands free device and ideally you should allow calls to go to voice mail and return the call when you are safely off the road.

Approach all intersections with caution and be prepared at all times to react to others mistakes.

If you have any questions or comments on how you can make your work environment safer for everyone, contact your supervisor, manager or the Flint Safety Office at (229) 888-1212 ext. 720.

Bobby Davis  
Safety Director  
Email: [bdavis@flintholdings.com](mailto:bdavis@flintholdings.com)

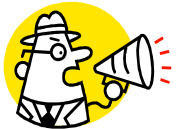


**FLINTCO**

1206 Blaylock Street  
Albany, GA 31705



DELIVER TO:



**Flint Equipment Company Welcomes Adairsville, Atlanta, Braselton, Columbus, Grovetown, and Macon. Thanks to all of you for a smooth transition!**

**More new additions!**

Please join us in welcoming aboard more of our latest additions:

Traci Hagadone – Administration - ATC Albany, GA

Chris Hunt – Service Tech – ATC Sycamore, GA

Bill Murphree – Sales – FEC Albany, GA

James Bowen – Service – ATC Albany, GA

Douglas Myers – Service – Braselton, GA

Greg Shellnut – Parts – FEC Braselton, GA

Shealy Walker – Service – FEC West Columbia, SC

Melissa Cook – Service Admin – FEC Atlanta, GA

Jeff Edwards – Service – FEC Atlanta, GA

Scott Stone – Parts Manager – ATC Sycamore, GA

Fredrick Pickett – Parts – FEC Albany, GA