

## COMPANY HISTORY & MISSION

In 1977, David Lynch, owner of the Lynch Dealership in Burlington, Wisconsin, uncovered a need. Snap-on Tool Corporation was looking to partner with a local dealership who would stock van-style vehicles for Snap-on Tool Dealers. While his competitors balked at the idea, Lynch saw a golden opportunity. Soon, LDV was born out of the service area at the Dealership. Fast forward nearly four decades, and many things have changed. But one thing has remained the same: an entrepreneurial spirit that is as alive today as it was in 1977. After growing with Snap-on through its first decade, LDV expanded its product offering in the late 1980s to include Special Service Vehicles sold to law enforcement, emergency response and homeland security professionals across the country. Today, LDV is a leading supplier for the Snap-on Mobile Tool Stores, Special Service Vehicles, Mobile Medical vehicles, Catastrophe Response Vehicles for Insurance, Oil and Gas companies, sales and promotional vehicles as well as a host of other products. In keeping with the entrepreneurial spirit of David Lynch, the last few years have focused our efforts on new opportunities.

LDV has also refocused its commitment to research and development. New prototypes of retail Mobile Tool Store display components have been launched to the Snap-on market with great success. These products have completely revolutionized the way Snap-on's dealer network goes to market. In addition, LDV continues to evaluate the latest technologies to integrate into special service vehicles, like Mobile Command Centers, SWAT Trucks, Bomb Trucks, and a host of emergency response vehicles that help keep our communities safe. LDV's expertise is filling the void between unsophisticated "mom and pop" garages and fortune 500 corporations that simply can't provide a unique, custom solution to their customers. Our ability to recommend the right body and chassis, integrated with a functional design utilizing the latest technologies is second to none.

"Innovation distinguishes between a leader and a follower." - Steve Jobs (Apple)

## SPECIAL SERVICE VEHICLES

The flagship of every fleet of special service vehicles starts with mobile command and communication. These high-tech machines combine the latest communications technology with ease of deployment and mobile operation. Typical configurations include four to six work stations for real-time communications activities; a galley and lavatory; and a conference room for on-site meetings. A conventional Mobile Command Center has an exterior work station with access to telephone, radio and audio/video technology. A telescoping mast features closed-circuit video to survey the incident, and can also include thermal imaging or infra-red camera options. Local television and satellite "send and receive" capabilities are accessed via a satellite dish. Dive and rescue vehicles are multi-purpose. Used for a variety of emergency applications, these vehicles carry storage compartments to house equipment such as first aid products; Self-Contained Underwater Breathing Apparatus (SCUBA) gear; air cascade systems; and extrication equipment like the jaws of life or underwater rescue gear. Hazardous Material Response vehicles primarily house equipment for these types of emergencies. Typical items include a variety of suits, masks and breathing equipment. These trucks also contain materials to cleanup or contain hazardous materials. Other standard features include equipment to analyze noxious chemicals, weather stations to assist in evacuation, satellites to access data and communication

equipment to coordinate the overall response and cleanup effort. Explosive Ordinance Disposal vehicles, also known as Bomb trucks, are custom-designed for professionals who detect and dispose of potentially explosive items. Often, these vehicles tow a bomb containment vessel. This vessel is used in conjunction with a robot that helps to gather information and assist in the disposal process. The robot can place the potentially explosive device into the containment vessel for controlled, safe detonation. LDV also builds S.W.A.T. and Tactical vehicles for Special Forces operations. These units provide the right mix of storage, chairs and benches, as well as communications equipment. Most feature storage for armored jackets, shields and other protective gear. There is also room for firearms onboard as well as cased gas items. A mobile Laboratory from LDV will help you maintain control and keep evidence preserved. Common mobile laboratories are geared toward crime scene investigation (C.S.I), arson investigation or blood alcohol testing (B.A.T.). Most include equipment to analyze chemicals, special hoods for fume disposal, isolated boxes for hazardous material analysis, and supplies utilized in scene investigations. LDV's newest line-up includes Agile Command. These vehicles provide communication workstations, equipment storage, and bench seating for conferencing. This line fills a budget void for smaller departments or even larger departments seeking multi-purpose units.

## MOBILE HEALTHCARE

LDV's experience integrating the latest technologies into command and communications vehicles easily translates to state-of-the-art solutions for the mobile healthcare community. The integration of the latest technologies and the ability to update your vehicle as new technologies become available is what sets LDV apart from other suppliers. LDV builds mobile mammography units, mobile clinics, mobile dental units, hearing test labs, STD specialty clinics, community outreach vehicles and a host of mobile laboratory solutions. We boast experienced consultants who listen to your needs, engineers who design your vehicle and production experts who put it all together into a unique, integrated solution that meets your goals and expectations.

## COMMERCIAL VEHICLES

Since 1977, LDV has been the top supplier to Snap-on Tool Dealers nationwide and around the world. After three decades, LDV still builds nine out of every ten Snap-on Mobile Tool Stores, supporting the sales efforts of Kenosha-based Snap-on Tool Corporation. In addition to Snap-on Mobile Tool Stores, LDV has helped many other companies make their business mobile with a custom mobile sales and display solution. From a mobile showroom to live product demonstrations, LDV can help you design a state-of-the art interior to make your products come to life.

## PARTS

LDV offers a complete line of replacement parts and supporting components to serve our core markets. Replacement parts include items such as door handles, mirrors, special order and standard maintenance items. Value-added components include emergency lighting, LCD monitors, weather stations and leveling systems, to name just a few. LDV strives to offer all

replacement parts and components our customers need from a single source. This one-stop-shop strategy helps us maintain strong relationships with our customers. They know they can make one call to LDV to get what they need. And, our full line of parts can be purchased at [www.LDVparts.com](http://www.LDVparts.com).

## RETROFIT

With dramatic and rapid improvements in technology, a brand new Mobile Command Center, Catastrophe Response Vehicle or Mobile Medical Unit can quickly become out of date. Our manufacturing process makes it easier to change out components or display modules, so customers can return their LDV vehicle for value-added improvements as part of our Retrofit process. Our skilled craftsmen and engineers can modify existing displays to add new technologies, or completely rethink an interior to improve or alter work flow or functionality. It's all part of the single-source strategy from LDV.

## MANUFACTURING PROCESS

When you choose LDV, we provide everything you will need throughout the life of the vehicle. The process begins in LDV's metal fabrication facility. Here, structural reinforcements are made to support the interior and exterior components about to be added to the body. Under body storage compartments are located and cut into the body. Next comes the interior and exterior pre-wiring. The vehicle then moves into LDV's main production facility where all the custom pieces are integrated into an operational specialty vehicle. The walls, ceiling and flooring are installed. The vehicle is also plumbed for running water where necessary. Workers install durable cabinets and countertops, custom built in LDV's woodshop or metal fabrication facility. Next, skilled experts focus on electronics integration, such as the computer network, radios, audio components, and video monitors. On the outside, workers install awnings, cameras, satellite receivers and a host of other options tailored to each customer's unique needs. Graphics can be custom designed and printed in LDV's full-service graphics department and applied to the exterior.

## 7-PHASE APPROACH

Our customer focus is a one-stop shop. We see a customer as a long-term commitment, with a seven-phase approach to help get you on the road and stay on the road:

1. Rigorous design consultation
2. Precise Platform Recommendation
3. Expert engineering
4. High-quality production
5. Meticulous testing and inspection
6. A wide range of after-sale parts, service & support
7. Cutting-edge retrofit upgrades

## QUALITY ASSURANCE

At LDV the Continuous Improvement Process is ingrained into our corporate culture. During the initial design phases, the CAD Department performs a weight analysis of the vehicle based upon the parameters outlined in the preliminary specifications. The Technical Sales Specialist and Sales Team members are notified if any areas of concern are identified. The customer is then informed and options are reviewed to remedy the potential problems. Each vehicle chassis arriving on grounds undergoes a thorough Delivery Inspection prior to release for production. Throughout the entire production process the teams internally verify the accuracy of their manufacturing segment. Any discrepancies are immediately brought to the attention of the Project Manager and Engineering for resolution. At the conclusion of the build, the Engineering Department performs an Electrical Load Analysis, verifies component wiring, and validates/commissions critical systems. The final QA inspection is conducted by the entire Sales, Project Management, and CAD team responsible for the project. Any areas identified requiring reworks are forwarded to the Post Build crew for correction. After the vehicle has been fully detailed and inspected, it is sent for weighing with the results published and displayed for the customer's review.

## INNOVATION & TECHNOLOGY INNOVATION

As the leading supplier to the Special Service Vehicle industry in North America, LDV focuses on the latest technologies to ensure our customers have the right tools when responding to emergency situations. LDV has pioneered the integration of multi-plex technology into mobile solutions. A multi-plex control system allows users to monitor and control onboard systems from a central console. The LCD touch screen displays monitoring and control functions for slide-out and awning deployment, interior lighting controls, HVAC controls, water and fuel supply levels, security, and much more. With rapidly changing technologies, LDV designs each vehicle with upgrades in mind. This way, a Mobile Command Center or other specialty vehicle can be upgraded with the latest technologies as they become available, extending the life of the vehicle and ensuring the latest tools can be integrated even years after the original vehicle was manufactured. Many LDV vehicles are integrated with the latest technologies such as satellite and microwave communications equipment. Chassis and body improvements are also part of LDV's on-going research and development. LDV boasts the industry's best slide-out technology, the only system that doesn't ride on the floor or hang from the roof (so it won't distort the body). Slide-outs are installed into the side of a vehicle and expand the useable space inside. LDV has also created partnerships with body companies to design exclusive truck bodies for the unique needs of our market.

## DIVERSE CUSTOMERS

LDV's list of customers spans the entire country and around the world. Companies like Snap-on, United States Federal, state and local agencies and departments, some of the largest utility and insurance companies in the United States and abroad and customers all over the globe have relied on LDV for years to provide the best mobile solutions in the industry. These logos represent a sample of some of our specialty vehicle customers in North America and around the world:

## CUSTOMER TESTIMONIALS

With thousands of vehicles on the road, LDV has had an opportunity to make an impression on a number of our customers. Here's what just a few of them had to say about their experience with LDV.

Lieutenant Colonel David Franklin Maryland Transportation Authority Police "From concept to the completion of the build has been an enjoyable relationship. There is nothing hidden during this entire process, there is no push to spend resources (money) on items you do not need. Any problems encountered during our build were dealt with in a professional and expedient fashion. Suggestions were made by the vendor to assist in enhancing the operation of our command unit. I consider them a premier builder of command/special purpose vehicles second to none."

Dean Kettner – Snap-on dealer "I come from a volunteer fire truck back ground. I am used to every inch of a vehicle being looked over and examined. I have certainly seen the fine detail in this truck. Some of my customers who have marinas they see my truck and they are impressed by the wood work. They work on million dollar boats and they are asking me who built the interior of my truck.

Tom Israel, Captain, Clayton County, GA Police "We have a company in my own county that builds vehicles for another department. We looked around at these different type vehicles and I wasn't satisfied. We came back to LDV."

Wayne Lyvers – Snap-on dealer "I chose LDV because I looked at the competition and they're not even close. The quality doesn't compare. I've always had great luck with LDV's service department. The service is great; the parts department has been excellent. I also chose LDV because you've been around a long time – which means you'll likely be around a long time."

Richard Kastigar, Pima, AZ County Sheriff's Department "We have two LDV vehicles which we really, really love, and I don't use that four-letter word often. I use it sparingly. If I may say editorially what I think is one of the greatest testaments to your product, and you're not paying me to say this, but one of the greatest testaments to your product is the reliability and its durability. The first vehicle that we bought over eleven and a half years ago has had very few systems problems whatsoever. You guys are customer oriented, service oriented and you've built one of the best doggone trucks I've ever seen in 28 years of law enforcement."

Charlie Wheeler – Snap-on dealer "I choose LDV because it's a full-service dealership. If I have a problem it gets handled. You call up and get an answer. If they don't know the answer they say 'I don't know the answer,' and in 20 minutes they get back to you."

Sam Spiegel, Chief of Police, Folsom, CA "We work with some of the best professionals in the business in my opinion. A lot of people out there all of a sudden think they can become experts in building command and communications vehicles and there's more to producing this vehicle than doing the build. You have to have people that understand integration of systems."

Jim Kammerer, FT. Lauderdale, FL Sheriff's Department "We kept coming back to LDV primarily because we had the experience with them, and experience is worth a heck of a lot when it

comes to making a big decision like that.” “My advice for people looking to purchase a new vehicle is to go to Wisconsin and see how you guys make this vehicle. That is probably the most telling trip of just the quality put into this thing. Looking at the wood shop blew me away.”

Karl Randal – Snap-on dealer “I’m so happy with your organization. The professionalism is unbelievable. You know, I could have saved myself a lot of money in the past. I bought from the competition. I should have known better, being a Snap-on dealer, price isn’t everything. It’s cost me a lot of money to own those. I’m getting killed on them. You (LDV) take it to a different level. I should’ve known better.” See more testimonials on-line at [www.LDVUSA.com](http://www.LDVUSA.com)