



News Release

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FOR IMMEDIATE RELEASE

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Doosan's Innovative 48-Hour Parts Guarantee Celebrates its Two Year Anniversary

ATLANTA, July 13, 2009— Two years ago Doosan Infracore America announced its 48-Hour Parts Guarantee for their wheel loader and excavator customers. The program guarantees that Doosan heavy equipment machine owners will receive their “machine debilitating” replacement part, in hand, within two business days or Doosan will pay for a replacement machine rental. Doosan Infracore America will get the part in the hands of the customer, wherever they are in North America.

“This is a different kind of parts guarantee program,” said Michael Stanley, President/COO Doosan Infracore America. “We focus on maximizing the uptime of the customer. It doesn't matter if you get a free \$2.00 part. It matters that you are working and making money for your business.”

When the customer-focused guarantee program launched it met with some industry skepticism because it was different than others in the industry. Some weren't sure it was going to last, others questioned the ability to have the part in the hands of the customer in such a short period of time. However, two years later, Doosan's 48 Hour customer-centric guarantee is strong and has allowed customers to stay on the job with working machines. Doosan is operating at a 99% on-time delivery, and fulfilling their program commitment by providing a replacement machine to the customer if necessary.

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“All the parts we ordered were shipped on time and everything was received in the correct locations,” said Kevin Kevin Ozeretny, Parts Manager, Coastal Machinery. “We are an OEM dealer for several lines and in my opinion Doosan has one of the best parts distribution centers that we deal with. We can count on them to fill our orders correctly and ship them out on time without any problems.”

Every 48-hour order is evaluated by Doosan parts personnel. Doosan will either offer the higher level component at 60% less than the list price or offer a reliable substitute part of equal or greater quality. If Doosan fails to deliver, a rental machine or gift card, equal to the rental rate up to one month, will be given to the equipment owner. Limited restrictions apply. To learn more about this revolutionary guarantee visit www.doosan48hour.com or call 770-831-2215.

ABOUT DOOSAN INFRACORE AMERICA

Doosan Infracore America services a large network of Doosan dealers in North America from its headquarters in Suwanee, Georgia. Doosan Infracore America is responsible for all North American sales, service, and technical support for Doosan heavy construction equipment, compact equipment and lift trucks. The Suwanee facility features a state-of-the-art service, sales and parts training center, as well as a parts distribution center that services all of the U.S. and Canada. Doosan also has its own financing provider-Doosan Global Finance. Doosan Global Finance serves as a single global finance provider for Doosan Infracore’s machine tool, forklift and construction equipment divisions. Doosan Global Finance is committed to offering Doosan dealers and their customers tailored attention and competitive finance programs with the same quality and level of service provided by Doosan Infracore. For more information, visit www.demoadoosan.com

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