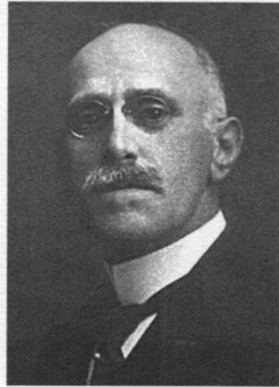


The Palmer Spring Company is the Oldest Shop of Its Kind in the U.S.



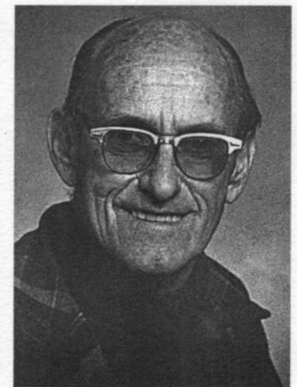
Joseph Palmer
1830-1895



Joseph B. Palmer
1857-1938



Reginald B. Palmer
1896-1939



Reginald Palmer Jr.
1919 - 1998

Treating Customers Like Family

"This business was built on customer service from the time Palmer Spring was primarily a blacksmith shop," observes Douglas Palmer. He and his brothers, Chris and Reggie, are the fifth generation of Palmers to own and manage the business. Their father, Reginald Palmer, Jr., owned and operated the Palmer Spring Company for 43 years, from 1947 until his retirement in 1990. "Today, the blacksmith shop is still the heart of the company, and we've branched out into other areas," notes Doug. "Through it all we've tried to treat our customers and our employees like family."

Two divisions, Ace Spring in Providence and Couet Spring in New Bedford, Mass., have been added to the company in recent years. The Ace Spring Division remanufactures brake shoes in a variety of sizes and grades for trucks. The facility also offers axle rebushing service, which saves a truck owner the cost of buying a complete replacement axle, according to Ace Spring Manager Doug Dwyer.



Today, the fifth generation of Palmers to own and operate the family business are (from left) Chris, Reggie and Doug Palmer.

Couet Spring specializes in truck brake and suspension repairs. The shop, located in the Whaling City's south end for 106 years, receives parts support from Palmer Spring. It is managed by Donat "Jay" Couet, Jr., from the fourth generation of Couets in the company founded by his great grandfather, Emilio.

Both divisions carry on the long Palmer Spring tradition of putting the customers' needs ahead of everything else.

Why Customers Keep Coming Back

Palmer Spring General Manager Russell Lamoureux, with the company for more than 40 years, has worked with three generations of Palmers. "People who come to Palmer Spring usually come here for one reason - they want the job done right. That's our reputation," says Russ, a career truck technician. "All work is first cleared with the