

WORKHORSE[®]

Upcoming Bosch Brake Campaign 50901-C JUNE 2010 DEALER Update

To: All Workhorse Service Centers

Customer safety is our top priority and as many of you are aware, we've been investigating Bosch brake performance on W20, W21, and W22 chassis. To keep our customers up to date and current with everything surrounding this campaign, we have added a **Brake Resource Center** page to our website. You can easily access it by going to www.workhorse.com/brakeresourcecenter .

If any of your personnel should be in direct contact with a customer, please drive them to this website, as all of our current information is on this page. Any changes to the page can be monitored on the RSS feed feature –, click on it to add it to your Microsoft Outlook and you will automatically be notified when updates are made to this page.

We have posted our most Frequently Asked Questions (FAQs), Towing procedures, Interim Notices as well as various informative articles on brake maintenance and auxiliary brake requirements. Additionally, owners will be able to check to see if their VIN is involved in the forthcoming campaign. We understand our customers concerns and want to keep this information available to them.

This memo is sent as an ongoing effort to provide our entire service organization with the proper tools to discuss this issue with our customers. Should a customer claim they cannot find this information, please walk them to the website and help them find the answers they are seeking.

As you know when Campaign 50901-C is released later this year there will be a tremendous demand from our owners to have their vehicles completed. Many of our owners will look to our website to find an Authorized Workhorse Service Center and schedule their service appointment. We would like to insure that our website has the most up to date, accurate, and complete information for your service center.

At this time, we ask that you review your dealership's information to be accurate on our website. This can be found at www.workhorse.com>Service>Find a Motorhome Service Center. You can then enter a zip code or simply click on your state to see a complete list of dealers. Please ensure the phone number listed is correct for contacting your Service Department. If you have any updated information such as a service website, online scheduling, dedicated email or phone number which would help customers trying to contact you, please provide this to your Regional Service Manager via email.

