

Attn: () Dealers
() Service & Parts Directors
() Parts Managers
() Service Managers

Mandatory Dealer Conference Call

Subject: Recall N45/N46 and P14 update.

Please join us for a very important phone call regarding the current availability of parts for the aforementioned recalls. As you know, recalls are taking a center stage right now and we want to ensure the upmost transparency to you so that in the end our mutual customers can be best served and we can quickly get vehicles repaired.

During this call we will cover:

- Order status update
- Best practice sharing for offsetting service capacity to complete recalls

Date: Thursday, December 11
Time: 9:30 AM (EST)
Duration: 15 Minutes
Call In No.: 888-606-9801
Passcode: 7579157

Good Luck and Great Selling,



Carlos E. Jimenez
Director, Mid-Atlantic Business Center



Bruce V. Hazelden
Service & Parts Manager