

Reading Truck Body, Inc. RECALL NOTICE

Dear Reading Truck Body customer,

This notice is sent to you in accordance with the requirements of the National Traffic Safety and Motor Vehicle Safety Act. Reading Truck Body has decided that a defect which relates to motor safety exists in Reading Classic II service bodies purchased between May 2001 and August 31, 2004 and in Aerotech service bodies purchased between November 1996 and August 31, 2004. Specifically, the tailgate cables on these vehicles may be vulnerable to corrosion within the cable covering. For that reason, Reading Truck Body is recalling these tailgate cables at this time.

Our records indicate that you purchased a Reading Classic II or Aerotech body subject to this recall. Reading Truck Body, in accordance with the requirements of NHTSA (National Highway Traffic Safety Administration) campaign ID# 04E067000, is therefore issuing a recall on the tailgate cables and is preparing to provide replacement cables to you at no charge.

PRODUCTS AFFECTED:

/ Classic II service bodies purchased between May 2001 and August 31, 2004 Serial #528852 through #592183. (Please note this pertains to only service bodies manufactured using cables which were designated with a "Y" suffix on model number. Prior to the above date and serial number, heavy-duty tailgate chains were being utilized.)

/ Aerotech service bodies purchased between November 1996 and August 31, 2004

SAFETY DEFECT:

/On some of these trucks, the galvanized steel tailgate support cables that keep the tailgate in the full open position may corrode, weaken, and eventually fracture.

/If one cable fails, the remaining cable still may support the tailgate in a horizontal or nearly horizontal position. If the remaining cable is itself weakened by corrosion, however, it could fail soon after the first cable fails, especially if there is a load on the tailgate. If both cables fracture, the tailgate could suddenly drop and strike the surface of the rear bumper. Persons sitting or standing on the horizontal surface of the tailgate when both cables fractured could be injured by falling from the vehicle. In addition, if there is cargo on the tailgate, the cargo could fall from the vehicle if both cables fail.

/You should not sit or stand on the tailgates in the horizontal (open) position until after the cables are replaced. Similarly, you should not place loads on the tailgates in the horizontal (open) position until after the cables are replaced.

PLAN OF ACTION:

All tailgate cables must be replaced with stainless steel cables. New cables will be identified by a white label with stainless steel wording on label.

1. Please complete the attached prepaid postcard and mail it to us or fill out our online form at www.readingbody.com/recall.html. If you no longer own this Reading product or if the truck body has been taken out of service, please indicate so on the card or online form.
2. Upon receipt of the card, we will forward you two replacement cables, along with a sheet explaining the replacement procedure. (If you prefer to have your local Reading distributor replace them for you, please contact the distributor directly to make arrangements. The distributor will do this work at no charge.)
3. If you replace them yourself, please return old cables with the completed form in the same packaging

as the new cables came in using the UPS return label (postage paid) that we will provide to you. Upon receipt of the old cables, we will send you a check for \$20 to compensate you for your time.

REIMBURSEMENT FOR PRIOR REPLACEMENT OF THESE CABLES

/Between September 1, 2003 and September 1, 2004, if you replaced the tailgate cables on one of the vehicles described above, and if this replacement was not covered by your existing warranty, Reading Truck will reimburse you for reasonable replacement costs, up to a maximum of \$20.

/To seek such reimbursement, please forward copies of your receipts for such replacement, along with your vehicle identification number and Reading serial number to:

Chuck Schaefer
Quality Manager
Reading Truck Body
P. O. Box 650
Shillington, PA 19607

We thank you for your attention to this important matter. Reading Truck Body, Inc. is committed to providing you superior service to go along with our quality products. If you have any questions, please feel free to contact me.

After contacting me or your Reading Truck Body distributor, if you are not able to obtain the replacement tailgate cables without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590 or call 1-888-DASH-2-DOT (1-888-327-4236).

Sincerely,

Chuck Schaefer
Quality Manager
(610) 775-3301

(800) 458-2226

DC293835v.2

Document comparison done by DeltaView on Wednesday, October 06, 2004 11:33:22 AM

Document 1	pdocs://dc/293935/1
Document 2	pdocs://dc/293935/2
Rendering set	PH Standard

Changes	
Insertion	
Deletion	
Moved from	
Moved to	
Style change	
Format change	
Moved-deletion	
Inserted cell	
Deleted cell	
Inserted row	
Deleted row	
Inserted column	
Deleted column	

Statistics	
	Count
Insertions	27
Deletions	8
Moved from	0
Moved to	0
Style change	0
Format changed	0
Total changes	35

TAILGATE CABLE RECALL – Reading Truck Body, Inc.

Please fill out the form below, or online at readingbody.com/recall.html

Name: _____ Signature: _____

Mailing Address: _____

Phone Number: _____ Truck Make: _____

Truck Vin# _____

(last 8 digits, can be located on your vehicle registration card or on the dashboard badge located on road side, close to windshield)

Reading model # _____

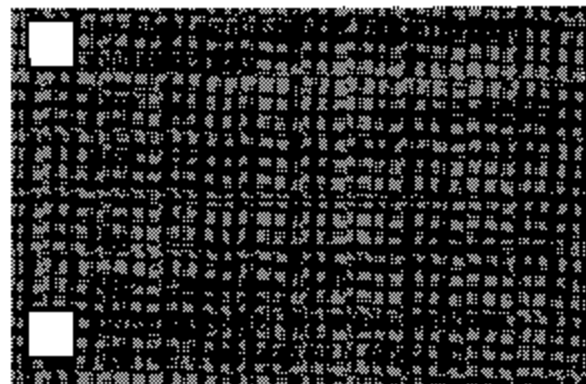
Reading serial # _____

AEROTECH: serial tag located in outside front vertical comp.

CLASSIC II: serial tag located in outside horizontal comp.

Approximate date of purchase: _____

Place of purchase: _____



RECEIVED
10-28-2004

October 28, 2004

NOV OCT 29 4 10 31

RECALL
DEFECTS INVESTIGATION

Reading Truck Body, Inc. RECALL NOTICE

To: All Reading Distributors

This notice is being sent to you in accordance with the requirements of NHTSA (National Highway Traffic Safety Administration).

SUBJECT: NHTSA campaign ID#04E067000

Tailgate cable recall due to corrosion within the cable covering.

TAILGATE CABLE DEFECT

- Reading Truck Body has determined that a defect which relates to motor vehicle safety exists in certain Classic II and Aerotech service bodies, as specified below. The galvanized steel support cables that retain the tailgate in the full open (horizontal) position may corrode, weaken, and eventually fracture. If both cables fail, the tailgate would suddenly drop and strike the surface of the rear bumper.
- Anyone sitting or standing on the surface of the tailgate when both cables fracture could be injured by falling from the tailgate. In addition, if there is cargo resting on the tailgate while the tailgate is in the open (horizontal) position, the cargo could fall off if the support cables fracture.

PRODUCTS AFFECTED:

- Classic II service bodies purchased between May 2001 and August 31, 2004 with serial #528852 through #582183. (Please note this pertains to only service bodies manufactured using cables which were designated with a "Y" suffix on model number. Prior to the above date and serial number, door chains were being utilized.)
- Aerotech service bodies purchased between November 1998 and August 31, 2004

PLAN OF ACTION:

All tailgate cables must be replaced with stainless steel cables. New cables will be identified by a white label with stainless steel wording on label.

- A. Reading Body Inventory - As a result of this recall, we have switched all our inventory of tailgate cables to stainless steel cables. This occurred August 31, 2004.
- B. Reading Distributor Inventory - Please advise, using the attached form INV1 (titled "Quantity Request form"), the quantity of cables you need to replace your existing inventory. When supplying us with a quantity, it is important to distinguish between Classic II and Aerotech cables by indicating the correct part number. The classic II part # is 14800301. The Aerotech part# is 14800341. We will forward you the requested cables. Upon receipt of cables, we ask that you:
 1. Replace them following the procedure outlined on the attached sheet labeled "Tailgate Cable Replacement Procedure".
 2. Log the Reading serial number on the attached form SER1 (titled "Distributor / Dealer Inventory Replacement Log")
 3. Return the old cables and form SER1 to Reading Truck Body in the same packaging the new cables came in using the UPS return label (postage paid) that we will provide to you.
 4. Upon receipt of the old cables and completed form, we will credit your company \$20 for each body affected by this recall.

5. If any Reading bodies are already mounted on a chassis in your inventory, please also include the VIN# (last 8 digits) on the form.
- C. **Stocking Dealer Inventory** - Similar to the procedure for replacing the cables in your own inventory, we need you to request a quantity of cables you need to replace the bodies you have placed on dealers' lots using form INV1 (titled "Quantity Request Form"). As noted above, we will forward you the cables and ask that you follow the proper procedure:
1. Replace them following the procedure outlined on the attached sheet labeled "Tailgate Cable Replacement Procedure".
 2. Log the Reading serial number and VIN # (last 8 digits) on the attached form SER1 (titled "Distributor / Dealer Inventory Replacement Log").
 3. Return the old cables and form SER1 to Reading Truck Body using the same packaging as the new cables came in using the UPS return label (postage paid) that we will provide to you.
 4. Upon receipt of the old cables and completed form, we will credit your company \$20 for each body affected by this recall.
- D. **Customer Units** - In order to properly notify all our mutual customers of this recall and follow NHTSA guidelines, we will mail a notice to all Reading customers who can be identified and located through reasonable methods.
1. **Registered Warranties** - All customers who have registered their warranties with Reading Truck Body within the last 6 years will automatically receive a notice of the recall. This notice will include a card for them to complete indicating if they still have the unit and documenting the Reading serial number and truck VIN#. Upon receipt of this card, Reading will forward a set of cables, along with replacement instructions to the customer. They can elect to replace the cables themselves, in which we will reimburse them \$20 upon receipt of the old cables. Or, they can request that you, their local Reading distributor, replace the cables for them in which we will reimburse you \$20 upon receipt of the old cables and the completed form indicating the Reading serial #, Vin #, etc.
 2. For those customers who have not registered their warranties - We ask that you provide us with a list of your customers who purchased the above mentioned products between the dates indicated above. In addition to the customer's name, address, and telephone number, we will need the model number and serial number of the Reading product and the VIN # of the truck (if available). If possible, send this information to us electronically on an Excel spreadsheet so we can process it in a speedy manner. We will be contacting these customers directly to inform them of the recall, as indicated above. We will "de-duplicate" any customers that are on your list that have already received notice due to their warranty registrations. For any information regarding the electronic format of your customer lists, please contact Karen Kunkelman in Marketing.

OBLIGATIONS OF DISTRIBUTORS

1. **Replacement Of Cables By Customers** - We expect that most owners of the affected vehicles will install the replacement cables themselves. Our communications with vehicle owners will encourage owners to do this work on their own.
2. **Replacement Of Cables By Distributors** - Some customers may choose to have a Reading distributor install the replacement cables. The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Failure to install necessary replacement equipment within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.
3. **Consequences Of Failure To Install Replacement Equipment** - If the defective cables are not replaced within a reasonable time, the owner may be entitled to a reasonable equivalent vehicle at no charge or a refund of the purchase price less a reasonable allowance for

depreciation. To avoid these possible outcomes, every effort must be made to promptly schedule an appointment with each owner requesting such an appointment, and their tailgate cables should then be replaced as soon as possible. The vehicle owners may be instructed to contact Reading Truck Body customer service if their distributor does not replace the cables within three (3) days of a mutually agreed upon service date. If the replacement does not occur within a reasonable time, customers may be instructed on how to contact the National Highway Traffic Safety Administration.

Important Note: Until we are able to replace all cables, please caution your customers not to stand on the tailgates. We appreciate your prompt attention to this matter. As Reading is willing to absorb all reasonable costs associated with this recall, we must have your cooperation in providing us with the necessary customer information. With your cooperation, we can replace all or nearly all customers' cables without NHTSA having to contact you directly.

If you have any questions, please feel free to contact me.

Sincerely,

Chuck Schaeffer
Quality Manager
(610) 775-3301
(800) 458-2228

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Reading Truck Body, Inc.
P.O. Box 650, Shillington PA 19607

SAFETY RECALL NOTICE