

SHM Key Talking Points

Introduction: The purpose of this call is to communicate an important customer service development concerning the operation of the electrical system in certain Thomas school buses. Our communication will be specific and at this time we will not be able to elaborate or take any additional questions. We realize that there will be many questions but it is imperative that we follow specific NHTSA guidelines. Please keep this information confidential at this time. We do commit to further communication and will do so at the appropriate times and with the appropriate methods. Thank you for your understanding. Here are the key points of our message:

- Thomas Built Buses will be issuing a recall on school buses with selected warning light packages.
- This will impact approximately 27K C2 school buses.
- This recall is being issued with an abundance of caution, while the failure may never happen, the failure when exhibited is as follows: On the affected school buses the switch hub module (SHM) controlling the exterior warning lights and stop sign may experience a communication issue resulting in deactivation of the red warning lights and stop sign.
- All buses with affected warning packages will receive software updates, a procedure that will take less than 10 minutes.
- The software update is available at this time and instructions will be forthcoming on how you can access it. Each affected dealership will receive an email with their VINs and instructions for downloading the software.
- Buses can continue to operate until the repair is completed. This is the verbiage on the 573 report.

(4)(m) Precaution(s) to be Taken Prior to Corrective Measures Implementation: Watch for unexpected change of working system indicator and/or movement of signage and crossing arm. Pressing the momentary activation switch will turn the warning lights back on and deploy the stop sign.

RECALL LETTER INFO

- Registered owners will receive communications per the standard recall methodology

HOLD INFO

- All units ready for pickup at TBB are off hold.

That's what I have to communicate today. I understand that it's not a pleasant message and I understand that it

comes pretty quickly on the heels of another significant one. What I will communicate is that we'll quickly have information to you and it will be our top priority in the coming weeks.

We thank you again for your understanding and ask for your cooperation with our request for confidentiality. We anticipate NHTSA posting the recall data to their website in the immediate future and wanted to make sure you are aware of this prior to hearing from owners. We do understand that there will be many questions and we will address them at the appropriate time. Thank you for your time today.