



**To: Dealer Principals
Parts Managers
Service Managers
Warranty Managers**

Subject: Memphis PDC Telephone System Upgrade

Date: August 1, 2008

The evening of Tuesday, August 5th, at 5:00 pm CT, the Memphis PDC will upgrade their telecommunications system (PBX). The enhancements to this system will provide for Direct Inbound Dialing (DID) and more than double the available lines. This will eliminate dropped calls, decrease waiting time, and provide for future expansion.

There will be **no changes** to the following numbers:

- Toll Free Customer Service Line: (866) 372-4466
- Customer Service Fax: (662) 342-5151
- Main Number to Directory Assistance and Voice Mail: (662) 342-3939

The following Memphis PDC employee's phone **numbers will change** and can now be **dialed direct**:

- | | | | |
|-------------------|----------------|-----------------------|----------------|
| - Jeremy Bryan | (662) 510-6025 | - Brian Buchanan: | (662) 510-6030 |
| - Cammie Chapman: | (662) 510-6044 | - Randy Feder: | (662) 510-6020 |
| - Rick Gadd: | (662) 510-6040 | - Doug Graham: | (662) 510-6050 |
| - Ben Ivy: | (662) 510-6045 | - Dhaval Katharotiya: | (662) 510-6054 |
| - Karen Kemp: | (662) 510-6035 | - Ken Okura: | (662) 510-6021 |
| - Jamie O'Neal: | (662) 510-6031 | - Teresa Parker: | (662) 510-6033 |
| - Tara Person: | (662) 510-6032 | - James Sain: | (662) 510-6051 |

Should we experience unforeseen technical difficulties during the PBX upgrade, we will revert to the existing system and phone numbers. We anticipate a smooth conversion and thank you in advance for your patience and understanding.

If you have any questions, please contact Hino Customer Service at 1-866-372-HINO (1-866-372-4466). Thank you for your continued support and together helping us grow our businesses.

Sincerely,

Your Hino Parts Team