



Product Awareness Bulletin

Bob West

1/21/15

#002

Minotour Chassis Assistance

Unfortunately our Links on the sales portal to "chassis assistance request" both for GM and Ford is down and expectations are that it will take some time to bring it back on line.

Until it is repaired please submit your requests by the following procedure.

Supply all the info you would normally provide on the electronic form, in an email to Kevin Clark, with copy to Bob West. (add our email addresses).

We will submit request and respond with assistance amount along with a copy to your RSM.

Again, the more information you give on the customer and chassis specifications the sooner we will be able to respond.

Please send in an email format instead of phoning in your requests as this will only cause delays.

Apologize for the inconvenience and have patience as we work through this problem