



1503 McNaughton Ave.  
Elkhart, IN 46514  
Phone: (574) 264-9661  
Fax: (574) 264-5938

July 6, 2016

VIA ELECTRONIC MAIL

Universal Trailer  
1503 McNaughton Ave.  
Elkhart, IN 46514  
Phone: (574) 264-9661  
Fax: (574) 264-5938

**Re: Request for Warranty Service**

Dear Mr. [REDACTED]

As you know, you purchased the trailers at issue back in 2010. In 2011, Haulmark performed repairs on those trailers pursuant to a Trailer Service Bulletin (TSB) issued relating to the particular make and model of the trailers you purchased. Based on all of the information you have sent us, including pictures of the trailers, Haulmark has no reason to believe that the 2011 repairs on your trailers were inadequately or improperly performed.

Your requests for warranty service therefore differ significantly from those recent requests from another xxxxx owner, xxxxx. In Ms. xxxxx case, the facts showed that the 2011 repairs were not properly performed, which is why Haulmark recently performed additional repairs on her trailer. Again, no such facts are present in your situation. In fact, it is my understanding that you did not even communicate any dissatisfaction to Haulmark about any of your trailers until after Ms. xxxxx informed you that Haulmark had repaired her trailer for free.

In any event, Haulmark's three year limited warranty has expired on all of your trailers and therefore Haulmark will perform no warranty service on any of those trailers. You are welcome to bring your trailers into the nearest Haulmark authorized dealer for service or repairs, but any such service or repairs will not be performed pursuant to Haulmark's warranty. Please understand that Haulmark's decision in this regard is final.

Sincerely,

Scott Samuels  
Director of Marketing – Cargo Group

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742434.1



A FAMILY OF BRANDS