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Sales Bulletin for Horton's Dealer Network.

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Sales Bulletin

HSB2020-04.26

Key Weekly Dealer Updates

April 26, 2020

NEW THIS WEEK

Horton Facebook Post - Please Share - 2020 Horton National Show Unit

Last week you may have noticed we shared a video of our 2020 Horton National Show unit. As I am typing this, the video has over 122k view, over 1k of some type of reactions, and pretty positive comments. If you haven't already done so, you will want to take a minute to review this video and possibly share it.

Change to our Standard Threshold and Sill Plates

In the weeks to come, you will notice a change to our threshold and sill plates standards. Please click [here](#) to review the PDF of a PowerPoint of these changes. Please review and get with me if you have any questions/concerns/comments on this change.

Remote Customer Inspection Process - Update

It has been discovered during the remote customer inspection process this week that the email link we send to you and your customer to get into OneDrive

to review the Matterport, videos, and pictures cannot be forward to anyone else. This is a safety feature in OneDrive not to allow the information to be shared with others without us initiating it. Please make sure to communicate with us who you want to receive the link. If you need to add someone to that list, please let us know, and we will add them.

OEM (GM/FCA/Ford) - Chassis Production

It has been requested that all OEM's prioritize ambulance & fire chassis when they go back into production, which we are hearing will be Monday, 5/4. We have not heard anything official as of yet, but we have heard through some of the back channels that the OEM's are planning on doing that. The OEM's start date of 5/4 is all depending if the employees actually come back to work. There have been some comments that the employee's union may feel this is too soon for employees to come back. Once we have additional information, we will share it.

FCA (RAM) Chassis Production Update

FCA's Saltillo Truck plant that manufactures the RAM 4500 & 5500 chassis is scheduled to come back on line on Monday, 4/27. Please note this is subject to change pending employees due return as scheduled.

Freightliner Chassis Production Update

Freightliner's US truck plants did open back up on Monday, 4/20. They are not sure when the Mexico plant is going to open. Possibly Monday, 5/5. Freightliner receives all their frame rails from Mexico, so if they don't reopen on 5/5 there will be in impact on the US truck plants. Once we have additional information, we will share it.

PREVIOUS WEEKS

Please see below for addition information being added to our User Manuals in regards to Decontamination Product

Please follow CDC Guidelines on how to decontaminate the module or/and chassis cab. When decontamination of the module or/and chassis cab is required use caution and strictly follow the manufacturer's instructions. Beware that certain decontamination products can have adverse effects to different components within the module or/and chassis cab which may not be covered by the warranty of this unit. Always follow the manufacturer's safety recommendations while working with decontamination products including:

- Use only EPA registered products

- Avoid breathing mist or vapors
- Wear Gloves (resistant to chemical products [butyl rubber, nitrile and neoprene, polyethylene, polyvinyl chloride])
- Wear protective clothing
- Wear eye protection (face shield or safety glasses)
- Wear Respiratory protective equipment (air respirator or SCBA)

Remote Customer Inspection Process - New

Due to Ohio Stay at Home Order (please see below) that limits visitors to the state, on Friday of last week (4/10/20), Lance Randolph (VP/GM) of Horton had a conference call with all the Dealer Principals that participated to discuss the new Remote Customer Inspection Process. Please click [here](#) to review the new process map of how the process will work. If you have questions on this new process using Matterport, exterior photos and video, please reach out either to the dealer principal of your organization or myself.

Horton's Facebook Post - Please Share

We have a new customer in Ohio that used to buy from one of our competitors. On Tuesday of last week (4/7/20), the customer informed us that their prior dealer informed them that Horton was shut down due to COVID-19 and there was no way we are building ambulances due to lack of chassis and parts. To help set the record straight, and to also acknowledge the over 300 hourly personnel that show up each and everyday, we created a post on Facebook. As you probably already know, our employees are committed to working through the crisis, and there is a feeling of doing our part by continuing to make ambulances. Many of our employees follow these posts, if you haven't already done so, please consider sharing our post.

FCA (RAM) Chassis Production Update

FCA (RAM) intends to progressively restart its U.S. and Canadian manufacturing facilities beginning Monday, May 4. We are also hearing that Ford/GM are also planning on starting back up production on May 4th as well, but so far that is unofficial. (Last week for this notification.)

Freightliner Chassis Production Update

Daimler Trucks North America truck plants are going to be closed an additional week. They are now schedule to reopen on 4/20. (Last week for this notification.)

Ohio Stay at Home Order Extended Through May 1

Governor DeWine's issued a new order on Thursday, April 2, 2020. For the first time in Ohio, the Governor is directing that, generally, travelers entering the state with the intention to stay should self-quarantine for 14 days. We feel the intent of this order prohibits out of state inspection at Horton. We have fewer and fewer of those on our calendar, so this has become less of an issues, but, **effective immediately**, Horton is going to comply with our interpretation of the Governor's order by **prohibiting** all out of state inspection at Horton. **This applies to both dealers and customers.** (Last week for this notification.)

Coronavirus COVID-19 Information from Center for Systems Science and Engineering at Johns Hopkins University & Medicine

Please click link below to review current information map on cases for COVID-19.

<https://coronavirus.jhu.edu/map.html>

(Last week for this notification.)

Ford Production Update

As you are aware, OEM information coming out to us is very fluid right now. The last information we have received from Ford is that they have decided to further postpone start up due to producing an FDA-Cleared ventilator at its Rawsonville Components Plant during the COVID-19 pandemic. Once we have additional information, we will share it. (Last week for this notification.)

Navistar/International Update

Production has been suspended. No start up date. Once we have additional information, we will share it. (Last week for this notification.)

Prior to Delivery of Ambulance

We are wiping down all chassis cab interior with alcohol prior to putting the unit outside for delivery. This wipe down will occur as the last step. We will hang a tag with the date, time, and initials of the team member performing the action on the rear view mirror. (Last week for this notification.)

Horton Standard Air Filter in HVAC System

Horton recommends replacing Module Air Filters every 6 months or 10,000 miles. Most filter take less than 10 minutes to exchange. Periodic visual inspection should be the primary consideration of when filters require replacement, as ambulance use and climate will dictate the effective life of air

filter. Other indicators that a filter might need to be replaced could be reduced air flow, reduced power from the unit, and/or increase dust/allergens in the module. Ambulance operating in high pollutant areas may require a severe maintenance interval. Under these circumstances, replacement should be evaluated on a case by case basis.

This statement will be added to our Owner's Manuals.
(Last week for this notification.)

Dealer Interest Savings - April

Attached is a letter in regards to interest on prepayment of units. Please click [here](#) to review a full copy of the letter. (Last week for this notification.)

Federal Signal Announces the Discontinue of PA640 Siren

Federal Signal is discontinuing the PA640 siren. The Pathfinder PF200 self-contained model is the suggested alternative. Please click [here](#) to see announcement. (Last week for this notification.)

2020 MY Ford F-Series Chassis Update - RPM Read Out on i4G Screen

We have recently discovered that on 2020 MY Ford F-Series chassis, Ford has made a change in the chassis that makes it impossible for us to show the RPM readout on the i4G screen on the front console. We are working with both Ford and outside vendors to try and make this happen. As soon as we are able to put the RPM back on the i4G screen, we will. We wanted to make everyone aware this unexpected change in the 2020 MY Ford F-Series chassis. (Last week for this notification.)

Lexipol - A COVID-19 Resource

Lexipol is a leading provider of public safety policy and training solutions for the first responder industry. They have put together a **COVID-19** portal with information specific to resources and training for those individuals. There are multiple avenues of training ranging from EMS/Fire, Law Enforcement, and Government employees. The portal is now open during this time of need at no cost. Please visit the site below and sign up for free access to the training material. Please share with with your customers.

<https://coronavirus.lexipol.com/>

(Last week for this notification.)

Hilton Garden Inn - Grove City, OH

We were been notified that Hilton Garden Inn, a hotel that a lot of you use when you come to Horton, has closed and will remain closed until the end of April due to the COVID-19 virus. (Last week for this notification.)

OTHER INFORMATION

Lead Time Update

Current production schedule: the next available production slot has a completion date during the week of 12/21/20. Our current lead time is 250 to 275 days.

Transactional Pipeline Report

Change in request - Please submit your Transactional Pipeline Report to both Amy Durst (amy.durst@hortonambulance.com) and myself by close of business each Wednesday; however, only if there have been changes made to the form since the last time you submitted it. For example if the there have been changes to the decision date or if you won/lost the business.

Chassis Availability Update

Below is a list of available chassis we have on the ground that are not assigned to any customer. If you have any interest in any of these chassis, please email Lisa Yates at lisa.yates@hortonambulance.com or call her at (614) 539-8181, ext. 2346.

- Qty. 3: 2019 RAM 5500 - 4x2 - 192.5"WB - Diesel - Please click [here](#) for chassis specs. Chassis have MRU-Black tubular side step. Please click [here](#) for pictures of these chassis. Price \$54,731.00 (In Stock)
- Qty 1: 2020 RAM 5500 - 4x4 - 192.5"WB - Diesel - Please click [here](#) for chassis specs.

Horton Open Units

Available for immediate delivery. If you have any interest in any of these units, please contact me.

- **#18449** - 2017 Ford F550 4x4, - 623 Module - Demo (2018 National Show Unit) - Complete - **Reduced price - NOW \$200,00.00** - Please click [here](#) for Specs and Prints. Please click [here](#) for pictures of this unit. Unit currently as roughly 24,000 miles.

- **#18941** - 2019 Ford F550 4x4 - 623 Module - Demo (2019 National Show Unit) - Complete - **Reduced price - NOW \$253,986**. Please click [here](#) for Specs and Prints. Please click [here](#) for pictures of this unit. Unit currently has roughly 8,000 miles on it.
- **#19174** - 2019 Freightliner - 623 Module - Demo - Complete - Price \$231,086.00. Please click [here](#) for Specs and Prints. Please click [here](#) for pictures of this unit. Unit currently has 2,750 miles on it.

Please don't hesitate to get with me if you have any questions or want to discuss any of these Demo/Stock units.

Chevrolet Chassis Information

2020 MY Chevrolet G-Cutaway Start-Up Information:

2020 MY Order Bank Open: 6/20/19

2020 MY Production Start Date: 8/19/19

2020 MY Chevrolet G-Cutaway Balance Out Information:

2020 MY Order Bank Closes: 3/5/20

2020 MY Last Production Date: 8/14/20

2021 MY Chevrolet G-Cutaway Start-Up Information:

2021 MY Order Bank Opens: 6/18/20

2021 MY Production Start Date: 8/17/20

2020 MY Chevrolet CC & CK 3500 Start-Up Information:

2020 MY Order Bank Open: Mid-July 2019

2020 MY Production Start Date: January 2020

2020 MY Chevrolet CC & CK 3500 Balance Out Information:

2020 MY Order Bank Closes: 3/5/20

2020 MY Last Production Date: 7/31/20

2021 MY Chevrolet CC & CK 3500 Start-Up Information:

2021 MY Order Bank Opens: 5/21/20

2021 MY Production Start Date: 8/30/20

2020 MY Chevrolet CC & CK 4500-6500HD Start-Up Information:

2020 MY Order Bank Open: 5/23/19

2020 MY Production Start Date: 9/3/19

2020 MY Chevrolet CC & CK 4500-6500HD Balance Out Information:

2020 MY Order Bank Closes: 6/25/20

2020 MY Last Production Date: 11/30/20

2021 MY Chevrolet CC & CK 4500-6500HD Start-Up Information:

2021 MY Order Bank Open: 7/30/2020

2021 MY Production Start Date: 11/30/20

RAM Chassis Information

2020 MY RAM 4500/5500 Start-Up Information:

2020 MY Order Bank Open: Open

2020 MY Production Start Date:

2020 MY RAM 4500/5500 Balance Out Information:

2020 MY Order Bank Closes: 8/6/20

2020 MY Last Production Date: 9/4/20

2021 MY RAM 4500/5500 Start-Up Information:

2021 MY Order Bank Open: 9/4/20

2021 MY Production Start Date: 10/12/20

Ford Chassis Information

2021 MY Ford E-Series Start-Up Information:

2021 MY Order Bank Open: 10/4/19

2021 MY Production Start Date: 1/2/20

2021 MY Ford E-Series Balance Out Information:

2021 MY Order Bank Closes: 10/5/20

2021 MY Last Production Date: 12/23/20

2020 MY Ford F350-F550 Super Duty Start-Up Information:

2020 MY Order Bank Open: 8/14/19

2020 MY Production Start Date: 11/4/19

2020 MY Ford F350-F550 Super Duty Balance Out Information:

2020 MY Order Bank Closes: 8/14/20

2020 MY Last Production Date: 10/22/20

2021 MY Ford F350-F550 Super Duty Start-Up Information:

2021 MY Order Bank Opens: 8/17/20

2021 My Production Start Date: 10/26/20

2021 MY Ford F650 Medium Duty Start-Up Information:

2021 MY Order Bank Open: 9/16/19

2021 MY Production Start Date: 1/2/20

Freightliner First Opens

Freightliner is now slotting first openings mid August for chassis start. Please note, pending on certain options, it could take an additional 60 to 90 days before the chassis can actually start in production.

International 2021 Model Year Production

International MV chassis 2021MY production start date will be 1/2/20.

International CV chassis 2020MY production start date was 11/19/19.

Horton Online Store

The store is open each month from the 1st through the 21st. All merchandise orders placed during the ordering window will be delivered the first week of the following month.

Order here: <https://www.promoplace.com/artina/stores/HEVapparel>

If you have any questions, please contact Dave Marshall at dave.marshall@hortonambulance.com.



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