

September 14, 2009

Dear Valued Customer:

As part of our ongoing mission to provide the highest standard of customer service, we want to notify you of an isolated incident involving our model **C-TTB-CHGR** Dodge Charger trunk tray, sold from June 2006 and recently discontinued in August 2009. The retaining clip on the slide mechanisms of the tray broke free in a front end vehicle collision and the tray damaged an aftermarket molded prisoner seat.

As a result of this isolated incident, Havis Inc. has made available, at no charge, a retrofit kit that will prevent this potential problem. The retrofit kit mounts to the tray after drilling 4 holes and can be installed in about 10-20 minutes.

We will send this retro fit kit to you no charge. Please order part number **C-TTB-CHGR-RETRO-1**. We ask that you provide a purchase order with shipping information and the number of units required. Please contact your Havis inside sales representative at 800-524-9900. If you are a Havis reseller, please forward this letter to your end user customers who purchased this product.

Havis now offers a new version of the Dodge Charger trunk tray, Model C-TTB-CHGR-2. The new version was introduced March 2009 as part of the Havis ongoing product development initiative. The new model, while slightly more expensive, is designed with welded steel frame to absorb the forward load of the tray and is not affected.

Regards,

Mike Bernert  
President