



HARMAN HVS

HEAVY VEHICLE SPECIALISTS LTD

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April 30, 2025

To Our Valued Customers,

At Harman Heavy Vehicle, we're continually evolving and re-investing in our business in order to bring you greater value and better service. Some of our recent initiatives have been a full refresh of our business computer system, new core tracking software and processes, a new branch operation in Walkerton, Ontario and an online store for business to business transactions. We're writing to inform you of our latest improvements to our heavy duty brake shoe program. In an effort to improve transparency and better communicate exactly what products we're bringing to market, we will be refining our part numbering system for brake shoes and associated cores where applicable. Where ever possible, we will be using the manufacture's part number with our designated prefix so you'll know exactly what brand and quality of parts you are receiving. In the near future, you'll see part number changes such as this common brake shoe set...

SSARQP1670-557 will supersede to MERXS5574707QP

In conjunction with these changes, we'll be making improvements in our back end computer systems that will bring efficiencies in the way we handle brake shoe cores. To facilitate this, we're required to align our core part numbers to how our suppliers price and treat cores, which is as individual shoes. Once our transition is complete, you may notice that certain brake shoes will be invoiced to you as individual shoes as opposed to a pair or set as had been the case.

Our goal is to make our changes as seamless and easy as possible for our customers. If you have any questions or concerns, please reach out to any of our branch managers.

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Thank you,
Harman Heavy Vehicle Management Team