



Autocar Parts Monthly Update

Volume 2, Issue 11

www.autocartruck.com

December 2003

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Price Adjustments

The following part has undergone an adjustment in dealer net:

<u>Part Number</u>	<u>Description</u>	<u>New Full-line Dealer Net</u>	<u>New Parts-only Dealer Net</u>
3968093	HARNESS	\$2,850.00	\$3,277.50
3966703	SEAT	\$336.36	\$386.81
8179458	FAN CLUTCH	\$598.72	\$688.53

Effective February 2nd, 2004, Workhorse will be making a number of price adjustments. Autocar price tapes will be available through ADP and Karmak for subscribers to these services. We also have pricing available on line for those dealers not using the above mentioned service suppliers.

Warehouse Inventory

From December 26th thru December 30th, 2003, the Autocar Parts West Chicago warehouse will be closed for a physical inventory. Normal business hours will resume December 31st, 2003.

VIN Specific Parts Book

Autocar Parts is offering a VIN specific Parts Book for Autocar vehicles. The Parts Book is offered in hard copy format or on CD. This new type of catalog displays the bill of materials for the specific vehicle - no need to know options, only those parts specific to the VIN will be shown in the illustrations. A dealer order form is attached to make ordering easy. All orders must be sent in via fax at (630) 562-2863.

Autocar Parts

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West Coast Parts Distribution

In order to step-up parts distribution to the West Coast, our Reno, NV warehouse will be stocking the top Autocar part numbers starting January 2004. We will be notifying our West Coast customers the first week of January about the increased part number availability through Reno.

Autocar Parts Performance

As you know, Autocar Parts is always raising the bar on performance levels. For November, our fill rate was 93%. Additionally, our average time to answer a call in the Call Center was a speedy 17 seconds. We hope you are noticing our improvements.

As always, we encourage your comments by phone or e-mail. Please direct them to me at the location below or, Sue Padron, Call Center Manager, at spadron@gvwparts.com, Barbara Forest-Beriso, Assistant Call Center Manager, at bforest@gvwparts.com or Carolyn Stokes, Credit Administrator, at cstokes@gvwparts.com.

On behalf of Autocar Parts, we hope you, your family and your employees and their families have a safe Holiday Season.

Thank you for your continued business,



Mike Chester
Marketing Manager, Autocar Parts
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Dealer Parts Catalog Order Form

Autocar Parts

385 Fenton Lane, West Chicago, IL 60185

Fax order form to: (630) 562-2863

Purchase Order #: _____ Date:

m	m	d	d	y	y

Billing information Dealer Code [_____]:

Contact Name: _____ Phone: _____

Company Name: _____

Address: _____

City: _____ State: _____ Postal Code: _____

Credit card Number: _____

Expiry Date: _____ AmEx: _____ Visa: _____ Master: _____

Shipping Information: (as above?)

Attention: _____ Phone: _____

Company Name: _____

Address: _____

City: _____ State: _____ Postal Code: _____

Truck Serial Number or VIN (attach a list if more numbers are required)

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Qty	Part number	Description	Each	Total
	G9470001Z001	PRINTED CATALOG	\$ 175.00	\$
	G9470002Z001	CD CATALOG - 5 S/N	\$ 300.00	\$
	G9470003Z001	ADD S/N PER CD	\$ 30.00	\$
Total				\$

Ordering Procedure

- 1) Fill in the ordering and billing information
- 2) Fill in the serial or VIN number (attach list if required).
- 3) Select the quantity of items required
- 4) Sign form in space provided
- 5) Fax order form to (630) 562-2863

IMPORTANT! Signature Required