



GRA-MAG Truck Interior Systems
470 East High St. London, Oh 43140
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TO: All GRA-MAG Valued Customers
RE: Safety Recall No. 04E-065

Dear Valued Customer:

This Notice is sent to you in accordance with the requirements of the National Traffic and Highway Safety Act. GRA-MAG has decided that a defect which relates to motor vehicle safety exists in GRA-MAG Select, Classic and Standard model air suspension seats supplied between January 2000 and August 2004.

The pivot bolts used to hold the side of the seat back frame to the seat cushion frame may loosen, fracture or dislodge over time, causing the seat back to fail to provide full support to the driver or front seat passenger. If the bolt dislodges or fractures while the vehicle is being operated, the seat back suddenly falls backwards causing loss of vehicle control which could occur potentially resulting in a vehicle crash. Drivers will likely notice looseness, shaking or movement of the seat back relative to the seat cushion before separation occurs.

GRA-MAG will be providing repair and /or replacement parts and instructions at no cost. GRA-MAG will also provide a tracking pamphlet to enable us to track the seats that are being repaired. You will need to complete the pamphlet in its entirety for us to comply with NHTSA requirements. Further we will also be paying you a fixed rate of \$60 per seat to complete the repair. We have examined the time associated with this repair and concluded that this fixed rate will more than pay for the work to be completed and the pamphlet returned.

We are asking that you please forward to Michelle Phillips all customer contact information that you have including the addresses of our mutual customers who bought GRA-MAG seats in order for us to contact them and help schedule the necessary service repair.

Please feel free to contact Michelle Phillips who is our safety recall

coordinator at 1-866-247-2624 any time about any issue associated with this Recall and we will ensure that it receives top priority.

If, after bringing any issues to our attention, you still believe that GRA-MAG has failed or is unable to remedy the defect without charge and within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW., Washington, DC 20590 or call the toll free Auto Safety Hotline at 888-327-4236.

We appreciate your help during this difficult time.

Best regards,

Michael R. Senerius
Vice President
GRA-MAG Truck Interior Systems, LLC