



To Our Highly Valued Hayes Customers

September 2nd, 2008

I regret to inform you that the sustained economic downturn and it's effect upon the Recreational Vehicle and light duty trailer towing aftermarket has created a need to reduce the Hayes sales staff.

Effective September 30th, 2008, Ms. Karen Arnold, National Sales and Marketing Manager, will no longer represent Hayes Brake Controller Company.

This is a truly difficult yet necessary decision. Karen has an exemplary service record with Hayes and has been instrumental in reestablishing our brand since the inception of Hayes in 2006.

I can personally attest to her abilities and work ethic and my belief that she would prove an attribute to any sales or marketing organization within or outside of our Industry.

Any questions regarding this move may be addressed directly to my attention. We look forward to improved conditions within our Industry in the coming months ahead and again value your continued partnership in these most difficult times.

With Best Regards,

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