



Service Letter

Service Letter No. 454 September, 1996

SUBJECT: "jakebrake.com" Web Site

MODELS AFFECTED: All

Jacobs Vehicle Equipment Company has created a site on the World Wide Web. Our site includes information about the company, where Jacobs products can be obtained, proper application information, adjustment specifications, performance curves, future product offerings, an explanation of the theory and operation of our products and a method of asking questions electronically.

It is our belief that this web site will benefit our customers by offering correct, up-to-date technical information. This site is updated with new information as soon as it becomes available, which makes it an excellent way to keep informed – much faster than the traditional mailing method.

We feel that the World Wide Web has excellent potential as a vehicle for quick and easy dissemination of technical information. We want to use the best tools we can to insure that you get the best service possible. This internet site is part of a larger effort to be a leader in technology, so that we can offer you the best products and service possible, you can get the most from our products, and you can therefore offer the best service to your customers.

If you have an comments or questions you would like to share with us, there is a feedback form on the website for your use. Our Technical Service Department reviews all incoming feedback forms daily and would be glad to help with any questions you might have.

The site is currently accessible at www.jakebrake.com.