

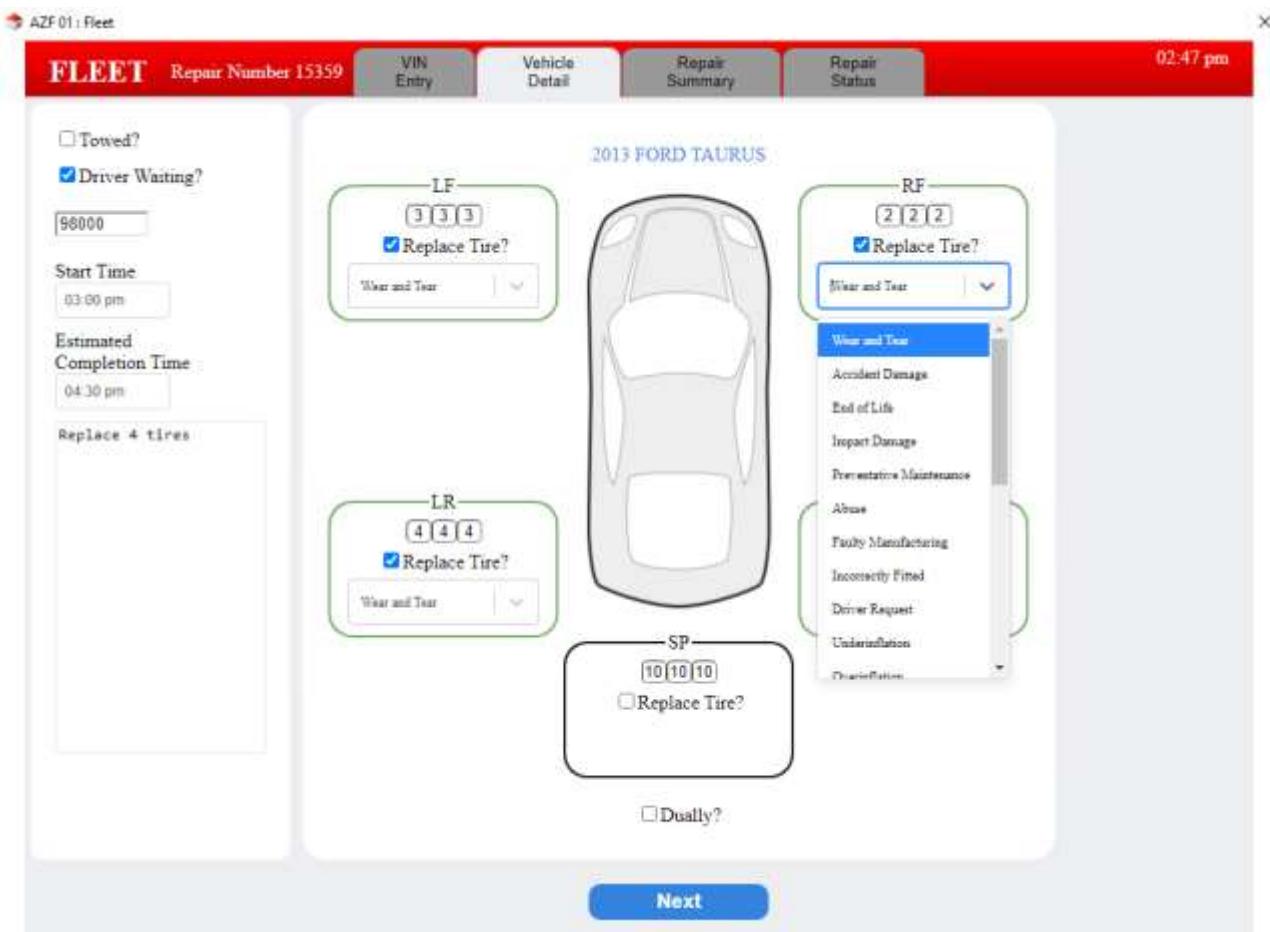
April 7, 2023

Hello Store Managers and Marketing Assistant Managers,

We have identified an issue with our Fleet application preventing stores from submitting a repair order. Until a fix has been determined, please use the following temporary workaround:

### Temporary workaround

- When choosing Replace Tire, only select “Wear and Tear” from the drop down.



The screenshot shows the 'FLEET' tab of the application with Repair Number 15359. The 'Repair Status' is listed as '02:47 pm'. On the left, there are checkboxes for 'Towed?' (unchecked) and 'Driver Waiting?' (checked). Below these are fields for 'VIN Entry' (98000), 'Start Time' (03:00 pm), and 'Estimated Completion Time' (04:30 pm). A note says 'Replace 4 tires'. In the center, there is a diagram of a 2013 FORD TAURUS with four tire boxes labeled LF (Front Left), RF (Front Right), LR (Rear Left), and SP (Rear Right). Each box contains a 3x3 grid of numbers and a 'Replace Tire?' checkbox. The 'Wear and Tear' option is selected in all four boxes. To the right of the car diagram is a vertical list of categories: 'Wear and Tear' (selected), 'Accident Damage', 'End of Life', 'Impact Damage', 'Preventative Maintenance', 'Abuse', 'Faulty Manufacturing', 'Incorrectly Fitted', 'Driver Request', 'Underinflation', and 'Overinflation'. At the bottom, there is a 'Dually?' checkbox (unchecked) and a 'Next' button.

We are working diligently to resolve this issue and will provide an update when a fix has been determined.

Thank you for your patience.