



STB-0105 – Air Horn Offerings – Update

OVERVIEW

Due to continued supplier inconsistencies and procurement difficulties, Sutphen will be adjusting its air horn offerings for future trucks and updating air horns on trucks in production.

At this time, Air Horns by Grover is unable to provide the number of air horns needed for trucks in production, trucks on order and trucks that will be ordered. Because of Air Horns by Grover's inability to fulfil orders at the rate Sutphen requires, Sutphen has been forced to update its air horn offerings.

Effective immediately, you can expect the following updates to Sutphen's air horn offerings:

- Air Horns by Grover will not be available on non-aerial products
- Air horn specials will be turned off on all products
- Non-aerial products in production will be updated to Hadley air horns. All shop orders affected will be adjusted accordingly. Credits may be applied, and project managers will follow standard change order practice.

While you can expect the above notated changes, please also be aware that Air Horns by Grover and Hadley air horns will still be available on aerial products.

When discussing this topic with customers, please be aware of Hadley's "eTone" air horn offerings. The "eTone" product is marketed by Hadley with ["Grover Interchangeability,"](#) per the Hadley website.

Sutphen regrets having to force options on customers, particularly those who have already submitted orders, signed POs or committed to an apparatus. Unfortunately, supplier inconsistencies are a challenge we continue to work through, and we are committed to doing everything we can to rectify the issue.

If Air Horns by Grover's supply inconsistencies escalate further and additional change is necessitated, we will inform the dealer network.

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STB-0105 – Air Horn Offerings – Update (cont....)

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Thank you for your understanding and patience as we work through this vendor supply difficulty.

If you have questions or need additional information, please contact your STM.

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