



Dear Valued Federal-Mogul Carter Fuel Pump Customer:

As we continue to invest in our business to better serve the needs of our customers, we are challenged to solve problems that endanger the health of our business and our industry. One such challenge that requires your help is the returning of fuel pumps and fuel pump assemblies that are "allegedly defective."

Federal-Mogul recognizes the need to replace a product that doesn't work, doesn't fit, or fails prematurely. As a manufacturer, we need to stay on top of these issues and promptly remedy them to provide the very best products in order to maintain the trust our brands have earned in the marketplace.

To that end, we also routinely measure defects among the parts we make for original equipment vehicle manufacturers. We measure these defects in parts per million. Defects are extremely rare due to the early detection process improvements in our manufacturing operations today.

Our research shows that only a minor portion of Carter products alleged to be defective are truly defective. We find that improper returns consist of product that is:

- **perfectly good, in damaged or dirty boxes**
- **our competitors'**
- **improperly installed or damaged upon installation**
- **missing the original strainer**
- **beyond the warranty period**

The "allegedly defective" parts now being returned are increasingly becoming a "goodwill return allowance" to maintain a business relationship with end-user customers.

To help manage this escalating problem, attached is a new Federal-Mogul warranty tag designed to peel off and stick to the box containing the allegedly defective Carter part as it is returned. The back of the tag carries a consolidated warranty statement for all Federal-Mogul product lines with their warranties.

Our policy requires the use of this tag. The tag must be completely filled out and signed by the installer of the part. Our warranty provides for the free exchange of a new Carter part for the "allegedly defective" part. When that exchange is made, the old part can be returned in the exchanged part's box and the tag securely applied.



Using this process, Federal-Mogul personnel can approve and promptly issue credits. We can also gather more information for feedback to our engineering and manufacturing teams.

As of January 1, 2004, a warranty credit will be issued by Federal-Mogul only if accompanied by the enclosed self-adhesive backed tag, properly filled out and applied to the box from the free replacement part provided to cover our warranty. We will require your full compliance before approval of a warranty claim.

As we move forward, Federal-Mogul is committed to providing the tools required to assist our distributor and downstream customers in managing fuel warranty effectively. We have created new educational materials that will help assist in the initial diagnosis and proper installation of fuel pumps and fuel pump assemblies. These materials will be included in each fuel pump carton, as well as on laminated cards that can be utilized by technicians, countermen and DIY's. Enclosed is a sample selection of the new materials.

Federal-Mogul sales representatives can help you structure your internal warranty process to assure it works smoothly. We have available *Authorized Warranty Policy & Procedures* by branded product line. Also available are *warranty policy reminders for installers and rejection notices* if required. Please contact your F-M sales representative as soon as possible to discuss this important requirement for 2004.

Sincerely,

Robert F. Egan
Vice President, Sales
The Americas

Tag- affixed
Literature - per Joe Stephan, included