

HARDGRAVE, BOB / MNRO/32 - OpenDesk print.

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Message.

Subject: Q.R.P.

Sender: Mike SHELTON / MNRO/66

Dated: 07/20/95 at 0352.

Contents: 2.

Part 1.

FROM: Mike SHELTON / MNRO/66

TO: Bob HARDGRAVE / MNRO/32

Part 2.

BOB

YES, CURRENT YEAR MODELS AND VEHICLES WITH LESS THAN 10,000 MILES SHOULD NOT GET Q.R.P,S. BUT THERE IS NOTHING IN WRITTING ON THIS, THIS IS JUST A GUIDE LINE. NO, YEAR MODEL DOES NOT MATTER, BUT THERE IS EXCEPTIONS TO THIS GUID: LINE. IF YOU HAVE A CURRENT YEAR MODEL WITH HIGH MILES SUCH AS A COMPANY CAR OR A RENTAL CAR OR A CAR THAT IS JUST NOT VERY NICE, I WOULD GO AHEAD AND BID Q.R. BUT IF YOU HAVE AN ELDERLY PERSON WITH A TWO OR THREE YEAR CAR WITH LESS THEN 10,000 MILES, I WOULD NOT BID Q.R.P.

MIKE

Start of Item 30.

Message.

Subject: DISCLOSURE-CRITERIA  
Sender: Jack CULLEN / HOME/09  
FROM: Jack CULLEN / HOME/09

Dated: 05/10/96 at 1242.

Contents: 2.

Part 1.

FROM: Jack CULLEN / HOME/09

TO: Allen BERLIN / JACK/82

Part 2.

ALLEN, WE DISCUSSED THE "NON-GENUINE BODY REPLACEMENT PARTS" DISCLOSURE IN OUR PROPERTY OPERATIONS COMMITTEE THIS WEEK. SEVERAL OTHER CONSULTANTS HAVE SEEN SIMILAR FORMS FROM VARIOUS AREAS.

THE CONSENSUS SEEMS TO BE THAT THE FORM IN AND OF ITSELF WOULD NOT BE CONSIDERED A VIOLATION OF THE CRITERIA. THE FORM REALLY DOES NOTHING MORE THAN WHAT WE SAY WE ARE DOING, DISCLOSING TO THE OWNER.

THERE IS SOME CONCERN HOWEVER OVER THE CHOICE OF WORDS/PHRASES... "NON-GENUINE" vs. "NON ORIGINAL EQUIPMENT MANUFACTURER" AND THE USE OF THE PHRASE "POTENTIAL PROBLEMS".

YOU MIGHT WANT TO REVIEW AND DISCUSS WITH THIS PARTICULAR REPAIRER AND SEE IF THE DISCLOSURE CAN BE MODIFIED TO STILL TELL THE OWNER WHAT THE SHOP IS TRYING TO SAY, YET NOT BE AS ANTAGONISTIC.

I WOULD MAKE SURE OUR CLAIM REPS ARE EXPLAINING OUR GUARANTEE AND HANDING OUT THE BROCHURES, WHICH ADDRESS SOME OF THE "POTENTIAL PROBLEMS" IN THE SHOP'S DISCLOSURE.

LET ME KNOW IF ANYTHING ELSE DEVELOPS FROM THIS.

End of Item 30.