

Karen

From: Jack
To: Karen
Subject: RE: OEM part warranties
Date: Saturday, August 13, 1994 1:18PM

1. call rodman and get his files
2. your now talking about getting a manu to refund labor costs to install a problem part....they are so far away from that process that i believe that to be unreasonable....and , as a practical matter, very difficult to implement.....clark, calls al cicconi, who has to call gorman, who has to call keystone who has to call the manufacturer.....wow... if purchaser of the product form the manu (not end user) can prove defective part to manu, then manu should compensate, however, having them responsible through some many elements in the chain AND responsible for costs over and above the cost of the part is breaking new ground.....i dont think when delco delivers widdgits to a gm plant and the plant finds they dont fit, i dont think gm charges delco labor for putting x parts on as they discovered the probleme....they would certainly get a refund or replacement, but not labor charges....anyway that's my thinking.....this is an incredible ball of wax....

From: Karen
To: Jack
Subject: OEM part warranties
Date: Thursday, August 11, 1994 9:02AM

Rodman once told me that ABPA warranty was as good as oor better than OEM warranties. The implication was that they had reviewed these warranties—but I never actually probed to find out if they have them on file. I know we need them to do the background research. I could ask him if they have any on file and if he'd forward them to me. This may be a quick efficient way to get the background (or at least some of it) that we need. Another source might be ASA. I think they have this stuff on file. A possible down side of this approach is that it'd tip our hand —indicating that we are looking into this. Actually, I'd like to send out that message, because both dists and bysh' s want manu warranites, and they want labor covered. So, letting them know that we are looking into this can be positive for us. But if you really are leaning towards NOT doing it — I don't want to tip our hand and then be criticized later.

Obviously, the alternative approach is for us to write an individual letter to each OEM and make the request. it'd be a big project (like collecting warranties for CB: find contact, address, develop letter, follow up, etc.) not impossible, by any means. Probably more thorough — but time consuming.

Pls advise your preferred strategy