

Start of Item 16.

Message.

Subject: QRP USAGE
Sender: Yvonne EMIGH / HOME/09
TO: Darla J SANDEL / HOME/09

Dated: 09/08/94 at 1414.

Contents: 2.

Part 1.

TO: DISTRIBUTION

Part 2.

MEMO TO: Property Consultants
FROM: Bill Hardt
SUBJECT: QRP Usage On New Or Nearly New Automobiles

I offer the following guidelines for clarification on the use of aftermarket parts on new or nearly new automobiles.

State Farm does not have a firm position on the installation of aftermarket parts on nearly new or new automobiles. There is no guideline that we do not use QRP on cars that are less than a year old or under a certain amount of mileage. We do support the use of judgment and good common sense in the use of QRP on new or low mileage vehicles. For example, it would probably not be recommended to encourage the use of a CAPA certified part on a Cadillac that has under 1,000 miles. On the other hand, it might be perfectly reasonable to expect the use of that part on a nine month old Cadillac with 25,000 miles. A pick-up truck might make better sense for the usage of QRP than a Mercedes.

In otherwords, no firm guidelines, but do use common sense. The same could be said for the use of recycled parts.

We remain firm in our conviction that CAPA certified aftermarket parts are like, kind and quality to OEM. A comparison might be a car battery. A person who just purchased a GM product with a Delco battery may be reluctant to place a Sears Diehard battery in place of the Delco should there be a failure. It's not to say that the Diehard is of any less quality, when in fact it may be better.

End of Item 16.