

September 21, 2004

Re: Important changes to your van maintenance program

Dear Dealer,

On October 1st there will be enhancements made to your van maintenance program. These changes will make the program easier for you to use, help preserve the value of your van, and keep your van in good working order. We've reduced the number of inspections, clarified responsibilities, and identified all covered services to make the program easier to use. Here are just a few highlights of the new program:

◆ **Inspections are now required annually instead of quarterly.**

Instead of four required inspection a year you now only have to worry about one. A cost savings to you in time and money! We know your busy and that it's easy to forget your inspection due date. As a result we'll mail you a friendly reminder 15 days prior to your due date along with the new inspection form. As in the past, you must submit the required forms for reimbursement. The only change to the reimbursement program is you must stay current with your annual inspection requirement. Failure to do so will result in no reimbursements for van maintenance expenses until you comply by submitting the properly completed inspection form.

◆ **Vendors no longer have to be approved.**

You can use any licensed repair facility. If your vendor currently sends in the repair orders for payment they can continue in that manner. If not, simply send in the inspection form, the reimbursement form, and the repair order to LDV. You'll get your reimbursement within five business days!

◆ **Covered maintenance expenses are defined.**

The old maintenance program specifies coverage for oil and filter changes. The previous program stated that other "approved" maintenance expenses may be covered. With the new program covered expense have been defined, you'll find them listed at the end of this notice. All approved expenses are covered under the new plan no matter when the work is needed, up to the plan balance at that time*.

Unusual repairs that are not listed on the approved list may arise for newer dealers. In these cases an exception to the approved reimbursement plan may be considered. Please contact Lee Karlson at 619-252-3670 with your request.

Your fees will not increase. That's right; you'll continue to pay only \$50 per week. Snap-on Credit will continue to pay all administration costs; this means 100% of your maintenance money goes towards preventative maintenance for your van. More up time, more efficient mobile store, and increased resale values are just a few of the benefits in the new maintenance plan.

*tire replacement coverages are limited – see below.

Approved Van Maintenance Expenses

All expenses incurred relating to the items below will be covered for the term of the lease, only limited by the balance in your maintenance account:

- ◆ Annual Inspection
- ◆ Engine Oil and filter changes, including chassis lubrication
- ◆ Air Cleaner element replacement
- ◆ Transmission fluid and filter replacement
- ◆ Rear axle lubrication
- ◆ Brake Caliper slide rail lubrication
- ◆ Front-end alignment
- ◆ Tire Rotation
- ◆ Battery replacement
- ◆ Fuel Filter replacement
- ◆ Brake replacement
- ◆ Tire replacement*

*Tires will be replaced up to a maximum of 12 tires total during the entire life of the vehicle (from the initial start date) at up to \$250 maximum per tire.

If you have any questions, please direct them to the fleet administrator, **LDV at 800.558.5986**. You may also call Lee Karlson at Snap-on at 619.252.3670 or Steve Quarella at Snap-on Credit at 847.782.7750.

Sincerely,

Clark Jamison
Snap-on Tools
V P Dealer Operations