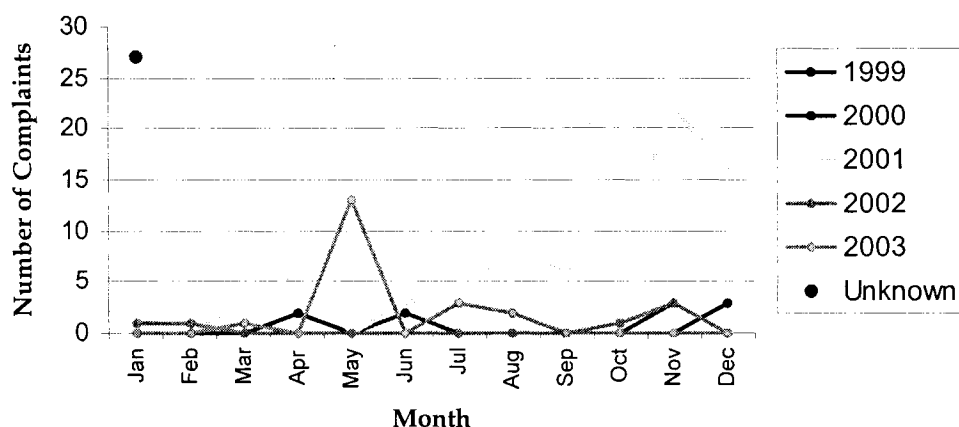
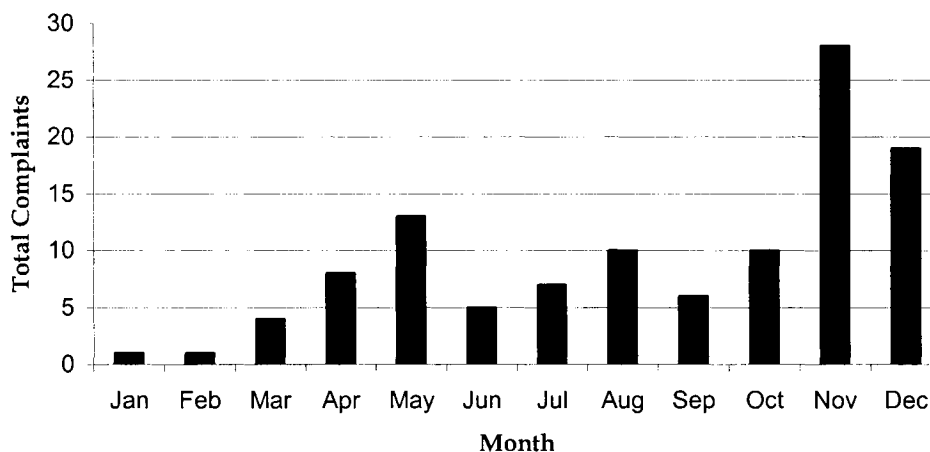


Complaints Received - Month/Year



Complaints by Month



Bendix reported processing 65 warranty claims¹⁰ between October 1999 and June 2003. Review of the data indicates that less than one half of the warranty claims were processed during the winter months of November through

February. Information provided with the warranty claims offered few analytical details regarding the reason for the warranty claim. It is also noteworthy that the product descriptions for warranty claims reference both the M-12 (9.5% of the claims) and the MC-12 (90.5% of the claims). Since the MC-12

also contains the ECU, some of the claims may be related to components other than the Dura Drain feature. The warranty data provided no differentiation between units equipped or not equipped with the Dura Drain feature. Warranty trends are illustrated in the tables below.

¹⁰ Warranty rate of 8 per 10,000 units.