



DETROIT DIESEL

A DaimlerChrysler Company



Tom,

In response to your inquiry received March 10, 2008, Detroit Diesel does not approve, disapprove or endorse the use of Kleenoil Bypass Oil Filtration Systems/ PowerUP Engine Oil Additive. Detroit Diesels warranty protects users from defects in material and workmanship with products furnished by Detroit Diesel.

If this product is used, the Detroit Diesels warranty will not be voided. If a problem occurs that is a result of the use of Kleenoil Bypass Oil Filtration Systems/ PowerUP Engine Oil Additive, then the concern will not be warrantable in nature and, therefore, not covered by Detroit Diesel.

Regards,

David Dole

Manager, Warranty Operations, Detroit Diesel

313-592-7298

Main Identity

From: "Tom Michaud" <tommichaud@sympatico.ca>
To: "Barry Phillips" <bphillips1@sympatico.ca>
Sent: Friday, January 04, 2002 8:06 AM
Subject: Fw: Your letter December 17,2001

Barry I received this from Geoff at Detroit Diesel. It is one step closer. My next step is to request this on letter head. It is sure a big difference from the original DD stand. See you this afternoon.

Tom Michaud

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----- Original Message -----

From: "Phillips, Geoff" <GEOFF.PHILLIPS@detroitdiesel.com>
To: "Tom Michaud" <tommichaud@sympatico.ca>
Cc: "Brad Martin" <BRAD.MARTIN@detroitdiesel.com>
Sent: Wednesday, January 02, 2002 9:24 PM
Subject: Your letter December 17,2001

- > Tom, this is to acknowledge your letter of December 17th, 2001.
- > There appears to be still some misunderstandings despite our conversations.
- > Oil Change Periods - DDC publishes recommended oil change interval
- > in various publications such as owners manuals, lube oil bulletins etc.
- The
- > recommendations are usually conservative, the idea being to make sure the
- > engine life is at its optimum. However, it is also recognized that it may
- be
- > possible to extend oil change intervals from the recommended intervals.
- > This would be done using an oil analysis program, of which, DDC has their
- > own . However, great care needs to be taken before an owner embarks on an
- > extended interval. DDC would work with a fleet and help determine a
- > recommended oil change interval. Some of the things taken into account
- are
- > the load factors on the engine and the record keeping at the fleet. The
- > tests are usually carried out working with the oil supplier.
- > So as you can see, the statement " Detroit Diesel did not recommend
- > any extension regardless of an oil analysis" is incorrect.
- >
- > A statement made, that I take exception to, is "customers are
- > discouraged because of the threat of warranty invalidation by Detroit
- > Diesel". The plain facts are that DDC warranty covers, for a limited
- time,
- > a deficiency in parts supplied by Detroit Diesel. If a failure occurs and
- > there is no deficiency in the part, then warranty would not apply. This
- is
- > hardly a threat, it is simply a statement of fact.
- >

- > I would now like to explain DDC's relationship with NTZ. NTZ
- > provide bypass oil filters to DDC for DDC to market as "branded DDC
- > products". At present they are only for installation on DDC two cycle
- > engines. If you look at DDC marketing publications for these products you
- > will not see any reference to "using these products will allow you to
- extend
- > oil change intervals". The DDC process for extending oil change intervals
- > is detailed in the first paragraph and the use of the by-pass filter is
- not
- > a requirement.
- >
- > NTZ is also in the business of marketing their own non DDC branded
- > filters and it is my understanding that they do indeed promote the
- extending
- > of oil change intervals using their products. This position is not
- > supported by DDC.
- >
- > Any inquiries from DDC engine owners would be told the above
- > information regardless if they wanted to use NTZ or Kleenoil filtration.
- >
- > Please advise if I can be of further help.
- >