

**Main Identity**

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**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.
- >