



Our Brands Make Engines Go...And Keep Them Going

May 13, 2009

To: All Gold Eagle/Golden Touch® Customers

From: Tim Stitt, Vice President Private Brands/Installer Brands Group

Subject: Golden Touch® claim protocol addendum

The following service and mileage guidelines are now established as prerequisites for claims involving usage of Golden Touch part numbers 1616 and 1698:

- No claim will be honored involving any vehicle on which a Golden Touch Oil System Cleaning Service has been performed if the vehicle has over 100,000 miles (160,000 km) and the oil change facility has no maintenance history for that vehicle.
- No claim will be honored involving any vehicle on which a Golden Touch Oil System Cleaning Service has been performed if the history of that vehicle reflects it has had oil drain intervals exceeding 7500 miles (12,000 km).
- No claim will be honored involving any vehicle on which a Golden Touch Oil System Cleaning Service has been performed if the vehicle's mileage at the time of the service exceeded 150,000 miles (240,000 km).
- If there is any indication of a mechanical problem after a Golden Touch Oil System Cleaning Service has been performed, such as a lack of oil pressure, unusual engine noise or any other factor considered outside normal operating parameters, it is imperative that the vehicle be shut off and towed to a service repair facility for inspection.

Claim Procedure:

- Gold Eagle will refer to its insurance company any claim for an engine repair arising from the performance of a Golden Touch Oil System Cleaning Service that exceeds \$2,500 (US).
- An independent evaluation of any claim exceeding \$2,500 (US) will be required to confirm the initial repair estimate.
- The insurance company's evaluation will be the basis for determining the financial resolution of any claim.

The existing Gold Eagle claim procedure is amended to include claims arising out of the use of Golden Touch Oil System Cleaner and Golden Touch Fast Flush.

If you have any questions, please contact Gold Eagle at 1-800-621-1251.

Sincerely,

Tim Stitt
Gold Eagle Co.