



Japan Radio Co., Ltd.

SEATTLE BRANCH

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Bulletin #: 011209EPP

December 1, 2009

Subject: Termination of the Exchange Parts Program

To Our Valued Dealers:

Effective January 1, 2010, Japan Radio Co., Ltd. Seattle will discontinue the use of the Exchange Part Program.

This change will only affect parts that would have been returned to JRC Seattle under NON WARRANTY conditions for exchange credit.

JRC is aware that dealers passed the discount provided under the Exchange Parts Program on to the end users to reduce the cost of parts needed to repair JRC under non warranty conditions. In response to this, JRC will reduce the price of all parts formally covered under the Exchange Parts Program by 10% on January 1, 2010. A complete list of all these parts is attached to this bulletin so that you may note your inventory accordingly. The list price and dealer net price of the parts on the list will come into effect on January 1, 2010.

All orders placed for non warranty parts on or before December 31, 2009 will be honored under the Exchange Parts Program. Orders placed on or after January 1, 2010 will not qualify under the Exchange Parts Program but will reflect the new pricing structure, assuming the parts ordered are on the attached list of objective parts.

Under this new policy, no defective parts may be returned to JRC Seattle for any reason unless they are defective parts used on WARRANTY jobs. All warranty defective parts must be returned to JRC as they have always been. This policy only applies to NON WARRANTY defective parts.

JRC feels that this will be beneficial to our dealers because it will no longer be necessary for you to fill out the non warranty exchange paperwork, ship the non warranty defective parts back to JRC (absorbing those associated freight costs) or wait for your exchange credit to be processed and mailed out.

Please be advised that if dealers dispose of parts used under WARRANTY conditions, then they will be financially responsible for their cost since defective warranty parts MUST be returned to JRC in all circumstances.

For any questions or concerns regarding this bulletin or the new process regarding NON WARRANTY exchange parts, please contact the Service Department at any time.

With Best Regards,

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