

From: [REDACTED]

Sent: Tuesday, November 13, 2018 4:10 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: RW420 (SX4) Vehicles Market Action for Power Steering Pump

Dear Sirs,

As you may know, NHTSA strongly asked all manufacture for report any defect immediately regardless find root cause or not.

For fulfill the request, we announced the power steering pump defect as following letter.

This is first case, we announced such letter even we do not yet find root cause and affective VIN.

To ready its campaign which it may come soon, we kindly ask you get customer data based on 99VS campaign affected VIN regardless VS repair or not.

Please let us know your plan and its progress availability customer info.

Thank you very much for your cooperation.

With Best Regards,

[REDACTED]
SMC service