

Reference Number: 202505140010

GENERAL MOTORS

DCS7221

URGENT - DISTRIBUTE IMMEDIATELY

Date: May 14, 2025

Subject: N252494000 0W-40 Oil Availability Information

We have received dealer input/inquiries concerning Mobil 1 Supercar 0W-40 oil availability, please see additional details below.

Mobil 1 Supercar 0W-40 in drums will begin arriving at your local distributor throughout the month of May 2025. Dealer demand for Recall N252494000 will be significantly filled by drums vs case product to align with production plan from supplier. ExxonMobil distributors will have dealer level historical Performance vehicle demand by month plus anticipated volumes for Recall N252494000.

Distributors will have information recommending what dealers should receive drums vs cases. Distributors may not have inventory to supply dealers with orders beyond these parameters for the months of May and June 2025.

Beginning in July 2025, ExxonMobil distributors should have enough drum inventory to stay well ahead of anticipated demand. A dealer escalation point has been established to handle any questions not answered by your local ExxonMobil distributor. Your local distributor should be your first point of contact, and this resource is for any emergencies or time sensitive escalations.

This individual can help escalate any product availability questions to your local distributor or GM Oil Program representative

Email: sales.developmentOEM@exxonmobil.com

Operating hours: 9:30 to 5:30 Central Standard Time.

END OF MESSAGE