



To: Dealer Principals
Parts Managers
Service Managers
Sales Managers

Subject: BP/Castrol Heavy Duty Truck Workshop Lubricants Offer

Date: March 2, 2009

In coordination with BP Lubricants USA Inc., Hino Trucks is excited to introduce the **Castrol Heavy Duty Truck Work Shop Offer** to the Hino dealer body. This program offer will provide the Hino dealer body with access to a variety of Castrol and BP branded lubricants geared towards maintaining and servicing medium & heavy duty vehicles. The offer is also comprised of innovative programs and services designed to increase your overall dealer profitability.

Hino Trucks is dedicated to establishing relationships with key industry partners, and we believe that BP/Castrol presents a huge advantage and opportunity for our dealer body. BP/Castrol is dedicated to producing premium lubricants, ranging from conventional oils to synthetic products, that will allow our dealers to meet or exceed industry maintenance standards and help provide our customers with the lowest cost of operation. The product offering is designed to be price competitive in the heavy duty lubricant market place, and the associated marketing programs will assist with generating new business, building customer loyalty, and increasing your dealership's operational efficiency.

Please take time to carefully read through the program details of this offering and consider this outstanding opportunity to capture new customers and grow your business.

Program Administration

- **Product Ordering**

Packaged Products: All product prices and part numbers are maintained in the Hino Dealer Connect System (DCS). All standard (non-bulk) items can be ordered through DCS. All products follow the administration rules as detailed below except Hino Genuine Oil (15000-0003) in 1 gallon containers which will continue to ship from the Hino Trucks PDC.

Bulk Products: Orders must be placed by contacting the Castrol Customer Service Group at 1-800-CASTROL



- **Product Delivery**

- o **Standard Order Lead Times:** Five days for bulk deliveries and seven days for packaged goods.
- o **Emergency Delivery Fee (EDF):** An Emergency Delivery Fee will apply for a requested same day, next day, evening, weekend, or holiday delivery. The EDF is \$50.00 per hour, with a minimum time of 2 hours. Therefore, the minimum EDF is \$100.00 per requested emergency delivery.

- **Minimum Order Quantities (MOQ)**

- o **Bulk:** Minimum bulk goods order is defined as 150 gallons of one product grade, 75 gallons minimum per each additional bulk grade. Bulk deliveries less than 150 gallons will be charged a Small Order Premium (SOP) as outlined below.
- o **Packaged Goods:** Minimum packaged goods order (including drums) is 55 gallons.
- o **Combined:** Minimum combined bulk and packaged order is 150 gallons per bulk grade plus any additional packaged goods.

- **Small Order Premium (SOP)**

A Small Order Premium will be applied to all delivery site orders that do not meet the MOQ guidelines. The following fees will apply:

A \$50 Small Order Premium will be charged when a delivery site:

- i) Orders less than 150 gallons of any one bulk product, or
- ii) Orders less than 55 gallons of packaged products (including drums), except in conjunction with a bulk order of 150 gallons or more.

- **Keep Full Programs:** MOQ's and SOP's do not apply to "keep-full" programs. Please contact your Hino Trucks DPM or your BP Castrol HD specialist to learn more about our "keep full" options.

Program Information:

In the next several days you will be receiving a program kit that Includes with the following materials:

- **Programs Tab:** Includes valuable information regarding programs available to your dealership as a result of this relationship.



- Products Tab: Contains valuable information on each product included with this offering. The complete offering sheet enables you to see all available products sizes and their part numbers. We have also included the specification sheet (provides application information, features & benefits, storage, safety, etc) for each product.
- Lab Check Oil analysis Program Information Sheet (includes website name and program details)

All package products are available for immediate purchase through the Hino PDC and can be ordered in combination with all other Hino Parts. Bulk orders can be made by dialing 1-800-CASTROL. If you have any questions, please contact Hino Customer Service at 1-866-372-HINO (1-866-372-4466) or E-mail us at helpdesk@hino.com. Thank you for your continued support and business.

Sincerely,

Your Hino Parts Team

IT'S MORE THAN JUST OIL.
IT'S LIQUID ENGINEERING.™





BP Lubricants USA Inc.
1500 Valley Rd.
Wayne, NJ 07470

Product Name	Pack Size	Part Number
ENGINE OIL:		
Hino Genuine Oil	Bulk	18500
Hino Genuine Oil	1 Gallon Jug (4 Gallons Per Case/45 Cases Per Skid/180 Total Gallons Per Skid)	15000-0003
Hino Genuine Oil	55 Gallon Drum	15000-0001
Tection Extra 15W40	Bulk	18550
Tection Extra 15W40	55 Gallon Drum	55010
Tection Extra 15W40	3x1 Case	03511
TRANSMISSION FLUID / GEAR OIL:		
BP Autran Syn TES-295	5 Gallon Pail	709707
BP Autran Syn TES-295	55 Gallon Drum	709701
BP Autran Syn TES-295	6/1 Case	709732
Syngear CD 50	410# Drum	37529
Syngear CD 50	120# Keg	37528
Syngear CD 50	35# Pail	37527
Syngear GL5 75W90	410# Drum	37509
Syngear GL5 75W90	120# Keg	37508
Syngear GL5 80W140	410# Drum	37519
Syngear GL5 80W140	120# Keg	37518
AP Gear 80W90	410# Drum	30219
AP Gear 80W90	120# Keg	30218
AP Gear 80W90	35# Pail	30217
AP Gear 85W140	410# Drum	30319
AP Gear 85W140	120# Keg	30318
AP Gear 85W140	35# Pail	30317
HD Multipurpose ATF	55 Gallon Drum	25009
HYDRAULIC FLUID:		
Paradene AW 32	55 Gallon Drum	40219
Paradene AW 46	55 Gallon Drum	40319
GREASE:		
Pyroplex Blue #2	410# Drum	55179
Pyroplex Blue #2	120# Keg	55178
Pyroplex Blue #2	4x10x1 Case	55173
Pyroplex Protec #2	410# Drum	52119
Pyroplex Protec #2	120# Keg	52118
Pyroplex Protec #2	4x10x1 Case	52113
Fifth Wheel Grease	120# Keg	55528
Fifth Wheel Grease	35# Pail	55527
OTHER SERVICES:		
Oil Analysis	Pre-Paid Sample Kit	BPD-S-HINO

How to Order:

1. If ordering bulk products, please contact Castrol Customer Service at 1-800-CASTROL
2. All other orders must be placed with the Hino Trucks PDC