



February 15, 2008

Dear Customer:

This letter is to inform you effective April 1, 2009, CORTECO; A Division of Freudenberg-NOK, will no longer accept Cash on Delivery (COD) as a payment option. We will continue to accept either Credit Card or Cash in Advance as a payment option. To make this change as seamless as possible for you our valued customer, your account will automatically be changed to a credit card account on April 1, 2009. We accept Visa, MasterCard and American Express. **If you accept this as your payment option no action is required by you.**

If you prefer to be set up as a Cash in Advance account, please contact your Customer Service Representative toll free at (800) 852-0340 or (419) 499-2502.

We apologize for any inconvenience this may cause you and thank you for your continued interest in our company and in our products.

Sincerely yours,

A handwritten signature in cursive script that reads "Craig Stark".

Craig Stark  
Director of Sales, Marketing and Customer Service