



October 30, 2001

Subject: Service and Diagnostic Information – Letter of Intent

The Alliance of Automobile Manufacturers recognizes the important role of independent repair facilities in ensuring customer satisfaction long after the warranty period expires.

The Alliance has pursued and continues to pursue opportunities to improve communications between manufacturers and technicians through efforts such as the Arizona Pilot Program and most recently the National Automotive Service Task Force (NASTF). Furthermore, many automobile manufacturers actively participate in organizations such as the International Automotive Technicians' Network (IATN) and the Service Technicians Society (STS) to continue improving communications with automotive repair professionals.

While we initially discussed the on-board diagnostic system and emission-related service and repair, we recognize that independent technicians need information and diagnostic tools for both emission-related and non-emissions related systems. This recognition, and our commitment to work with independent technicians, leads us to make the following commitment:

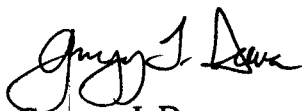
By January 1, 2003, the undersigned manufacturers intend to make available to independent technicians the same diagnostic and repair capabilities by making available diagnostic tools (and tool information), service information and training materials that they currently make available to their franchised dealerships for all 1996 and newer cars and light trucks.

Companies agreeing w/o exception	Companies Agreeing w/ Narrow Exceptions
Aston Martin Lagonda, Ltd.	BMW Group
Daewoo Motor America, Inc.	DaimlerChrysler AG
Ford Motor Company	Saab Cars USA, Inc.
General Motors	Volkswagen of America
Hyundai Motor Company	
Isuzu Motors America, Inc.	
Jaguar Cars Ltd.	
Kia Motors America, Inc.	
Land Rover	
Mazda North American Operations	
Mitsubishi Motors Corporation	
Nissan North America	

**BMW Group • DaimlerChrysler • Fiat • Ford Motor Company • General Motors
Isuzu • Mazda • Mitsubishi Motors • Nissan • Porsche • Toyota • Volkswagen • Volvo**

Companies agreeing w/o exception	Companies Agreeing w/ Narrow Exceptions
Subaru of America, Inc. American Suzuki Motor Corporation Toyota Motor Sales, USA, Inc. Volvo Cars of North America, Inc.	

Sincerely,



Gregory J. Dana
Vice President, Environmental Affairs

Enclosures