Ed Koss

NUTURN CORPORATION

E. R. KOSS
TECHNICAL SERVICES

Internal Memorandum

FEB 11 1982

NUTURN CORP.

TO: Distribution

DATE: February 10, 1982

FROM: M. T. McDonough

RE: MINUTES OF THE SEARS PRE-PRODUCTION MEETING, Monday 2/8/82

The Sears production meeting for brakes was confirmed for Monday, February 22nd, at 1:30 PM at the Maremont offices in Chicago. The following are other issues discussed at our pre-production meeting:

CUSTOMER COMPLAINTS

A discussion of all open customer complaints was initiated and all parties were updated on all outstanding complaints. I am still not satisfied with our response time to Bockay, relative to official documented customer complaints. In all cases, a written response should be made to each and every complaint within two weeks of its receipt by Nuturn personnel. I fully understand that in many instances the issue cannot be resolved in that period, but a written response is necessary with a target date for completion. All complaints to be submitted to T.P. Conroy, with a copy to M.T. McDonough. Conroy, or whomever he may designate, to begin accurate chronological log for follow-up purposes.

IMPORT AND NEW AIO NUMBERS

It would seem we are still having problems, specifically with hydraulics on our Import AIO program. An audit was conducted approximately 12 months ago, but problems continue to arise. It was suggested that another audit on our Import program be conducted along with a complete audit on all new additional domestic and AIO's to determine correctness of contents. T.P.C. and R.L.A. to discuss with Ed Koss how best to accomplish and target dates.

SEMI-METALLICS

Ed Koss to discuss with Sears, Nuturn's semi-metallic progress at production meeting on February 22nd. March production meeting to include an update on industry trends, etc.

Andelbrat's 12/27/81 letter relative to warranty to be handled initially by M.T.M. and W.N.B. First step in this analysis will be to determine complete warranty currently in effect. Copies of competitive warranties to be in hand for March pre-production meeting. Responsibility of M.T.M.

PLAINTIFF'S EXHIBIT

MAR-407

SEMI-METALLICS CONT:

Further analysis of Sears Warranty position to be discussed by M.T.M. and W.N.B. to determine course of action.

BILL OF MATERIALS

W.N.B. still waiting for Bill of Materials on all new part number additions plus revisions on part number 1515 and 1516.

CONSOLIDATION PROJECT

Ed Koss and Frank Skelton to determine how best to accomplish AIO consolidation project. A suitable part-time manpower program was discussed for possible consideration. Target dates for specific tasks and complete project completion to be determined by February 22nd.

MODIFIED TECHNICAL BULLETIN

Ed Koss to persue O.E. contacts in an attempt to determine unique service data relative to braking systems. The intent is to find out what specific knowledge is available. This item to be discussed again at the March pre-production meeting.

SEARS AVAILABILITY

Published shipping information, order fill, specific part number problems, etc. to be resumed week of 2/8/82.

Mike
M. T. McDonough

MTM/skb

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