



March 24, 2003

Attention: Dealer Principals, Branch Managers, Parts Managers and Service Managers

Subject: UNISOURCE/IRMN web site enhancement

Given feedback during the 2002 year, it was understood that easier access to certain inquiry forms would be beneficial. Recognizing that, SMH has recently added two links on the subject web site to allow instant access to the "All Makes Parts Inquiry Form" and the "Look-Up Service" forms.

Simply go to the main menu of www.unisourceirmn.com and click on the "UNISOURCE Lookup Form" and the "UNISOURCE Inquiry Form" links to view the forms. Once you have completed the information, follow the instructions and return it by fax to the attention of Jerry Chappel at SMH. Or, if you prefer, you can email an inquiry by clicking on the "Research Request" icon in the main menu.

As a reminder, the "All Makes Parts Inquiry Form" addresses concerns that may arise regarding SMH All-Makes Parts and Accessories. This form has been provided to assist us with quick problem solving of your concerns, such as invalid cross reference information, design issues, price investigations, IRMN content questions, etc. The "Look Up Service" form is required to instruct SMH to research OEM parts for you that currently are not available. Once SMH has identified your parts, they contact you with price and availability.

As always, we thank you for your business. SMH sales volume in recent months has been progressing favorably ... and that is a direct result of your support.

Regards,

HYS

A handwritten signature in black ink, appearing to read "David Smith". The signature is fluid and cursive, with a large, stylized "D" and "S".

David Smith
Manager, Aftermarket Promotions & Training