

February 3, 2014

To: Navistar Suppliers

Subject: Return Material Authorization (RMA) Policy Change

Effective immediately, Navistar is making a change to the Return Material Authorization (RMA) Policy which affects the Navistar Mexico Assembly Plant, Blue Diamond Assembly Plant, and International Parts Distribution Center in Queretaro. Please review the changes detailed below to ensure your organization is compliant with the new policy.

**RMA Response Time – 5 Days from Notification**

- Supplier's will have 5 calendar days to respond to a request for an RMA number
- If the supplier does not respond within 5 days:
  - The material will be scraped
  - The material cost will be charged-back to the supplier

**Importer of Record – Supplier Imports Returned Material**

- The supplier must be the importer of record
  - This policy change is a legal requirement
- Completion of the Return Materials to Supplier form is required and must be returned with the Customs Agent information
  - If Navistar does not have the Customs Agent information, the materials cannot be returned

This policy change will help Navistar and the Supplier process RMAs more efficiently and ensure legal obligations are met. Navistar appreciates your continued support of our corporate objectives.

Regards,



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Sr. Quality Systems Specialist