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## CITGO Petroleum Corporation

November 13, 2007

To Whom It May Concern:

Subject: CITGO QuatraSyn® Synthetic Transmission Fluid Warranty Information

CITGO has engineered QuatraSyn to meet the demanding performance requirements of Allison's TES 295 specification, including extended drain capability. CITGO is so confident in the product; we are backing it with a special Synthetic Product's Warranty.

In keeping with the OEM guidelines CITGO recommends that all warranty maintenance recommendations be followed, these would include, but are not limited to:

1. Use of the Allison Gold Series Filters and the recommended filter service intervals.
2. The proper drain intervals indicated by the OEM for each transmission, vocation, and severity of service.
3. Use of an oil analysis program to determine the proper service interval and general maintenance of the transmission.

CITGO's Synthetic Warranty will cover any lubricant related problem that might occur in applications where CITGO has recommended this product as long as the OEM maintenance guidelines are followed. The following restrictions also apply:

1. The cost of repair or replacement of non-lubricated parts is excluded.
2. The use of additives or supplements in the lubricant is prohibited.
3. Modification to the equipment not approved by the manufacturer is prohibited.
4. Ancillary equipment is excluded.
5. Costs of repairs that are performed improperly or are in conflict with the manufacturer's requirements or recommendations are excluded.
6. Cost or repairs prior to use of QuatraSyn are excluded.
7. Costs of routine maintenance or failure due to normal wear are excluded.
8. Damage that is covered under the manufacturer's warranty or extended service contract is excluded.
9. Warranty does not cover losses associated with equipment down time.
10. Failures caused by dirt, water, other foreign matter, or neglect or abuse are excluded.

To file a claim the following steps must be taken:

1. Written notice of the failure must be submitted to CITGO's Product Manager of Fluids and Service within 30 days of discovery.
2. A sample of the used product from the failed equipment must be submitted.
3. The product must be used in accordance with the operating instructions of the equipment manufacturer.
4. Documentation must be supplied showing the equipment has been maintained in a preventative maintenance program which meets the equipment manufacturer's recommendations.
5. CITGO reserves the right to inspect all failed components.
6. A statement of damage and repair cost estimates from a certified mechanic using an industry accepted flat rate guide prior to repairs being made.

In an effort to customers with the maintenance of their equipment CITGO provides free oil analysis for QuatraSyn Customers. For more information on this contact your CITGO Territory Sales Manager.

CITGO's Synthetic Warranty will cover any lubricant related problem that might occur while using QuatraSyn as long as the OEM maintenance guidelines are followed. For further information contact your CITGO Sales Representative or call the CITGO Lubricants Product Answer Line.



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