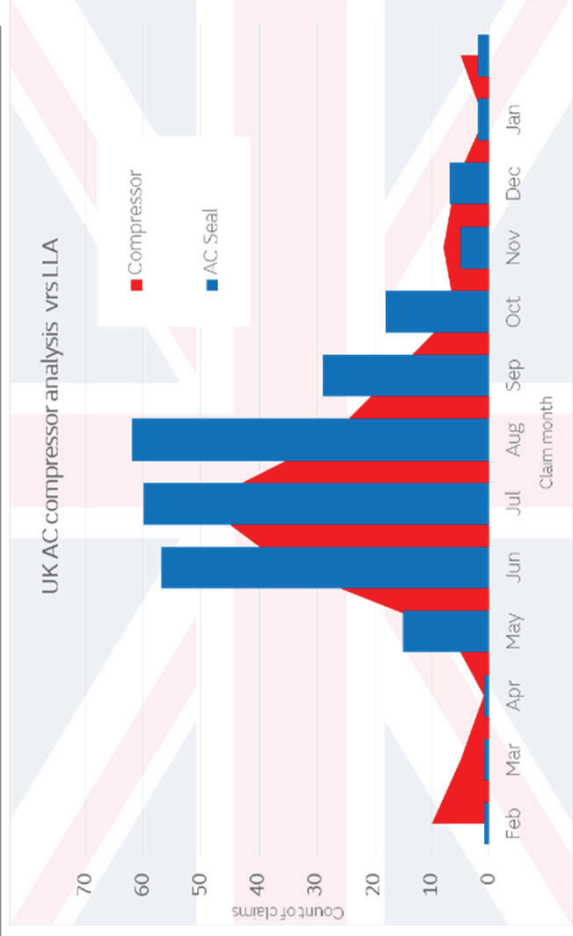
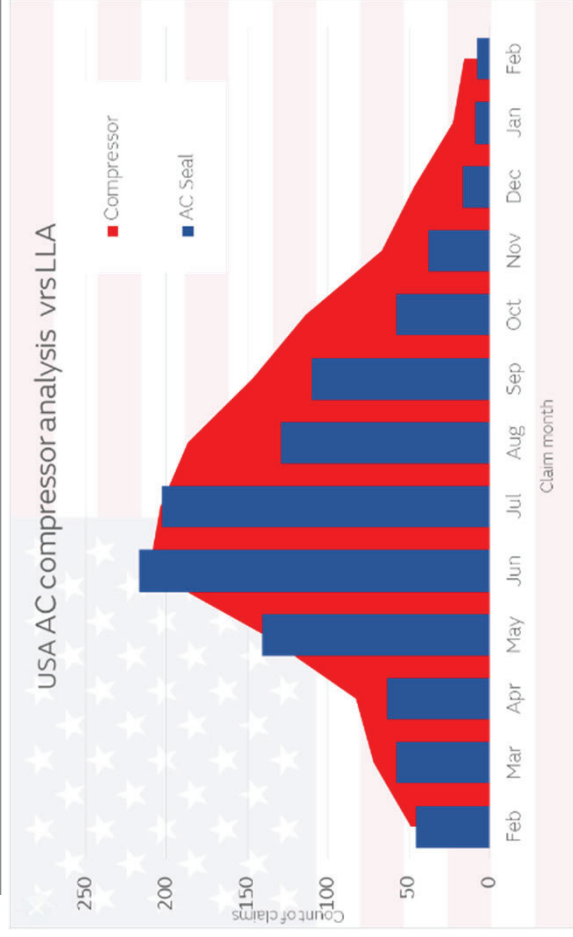


TECHNICAL TOPICS BODY/CHASSIS



- The amount of air conditioning compressor replacements versus low level air conditioning repairs in the USA market is much higher than other markets globally.
- The utilization of Guided Diagnostics for air conditioning related repairs is much lower than other markets globally.
- If this trend continues, air conditioning compressors will be placed on FRED and require prior approval before a compressor can be replaced under warranty.

