

Québec City, December 17, 2001

«NCOMPLET»  
«NO» «SUF» «RUE» «APP»  
«CASEP»  
«VILLE» «PROV» «CP1» «CP2»

**SUBJECT : Reconditioned Airbags**

**Reference :** «MARQ» «MODEL» «AN» VIN-«NIV»

Dear Madam :

On last November 29 and December 1st, the Société de l'assurance automobile du Québec issued a public notice in all Québec daily newspapers to warn against the use of reconditioned airbags.

This notice was intended for owners of vehicles whose airbags were replaced since 1998, notably the owners of rebuilt vehicles.

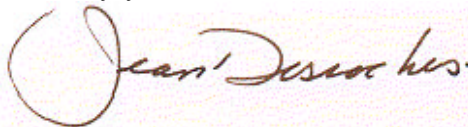
According to our records, you own a rebuilt vehicle as referred to in the notice. Considering the high risk of injury, the Société urges you to report to an authorized dealer to have the airbags checked. When deployed, these handmade airbags could cause serious head or upper-body injuries.

Should your vehicle be equipped with rebuilt airbags, the dealer must replace them with brand-new ones. Otherwise, the airbags must be deactivated until an original part becomes available. Due to potential danger, it is not advisable to deactivate airbags yourself.

Coussins gonflables Demers Inc. and National sacs gonflables Inc. must reimburse you for the cost of having your airbags replaced. You will have to bear the cost of verification. However, if you dealt with an insurer or a body repair shop, please check their refund policy.

For your own safety, we count on your cooperation and understanding to act promptly.

Sincerely yours,

A handwritten signature in dark ink, reading "Jean Desroches". The signature is written in a cursive style with a large, looped initial "J".

Jean Desroches  
Chef de service