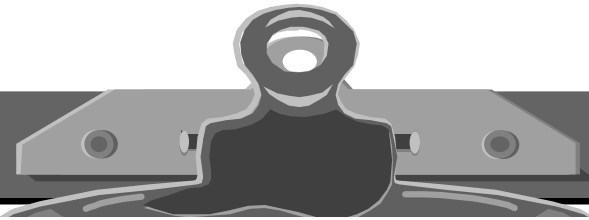


# FIAT PRODUCTS LTD.

## TECHNICAL SERVICE BULLETIN



November 20, 2003

TO: ALL AGENCY LOCATIONS

SUBJECT: SPECIALTY PRODUCTS CLEANERS

We've had a number of inquiries regarding the best product to clean the Specialty Products materials.

For Molded Stone, the product we have been recommending is called KRC-7, and for terrazzo a product called Bac-2-Nu. These products are manufactured by Chemique Inc ( <http://www.chemique.com> ).

Both cleaners are formulated for heavy duty cleaning only. They remove stubborn stains and hard water deposits with excellent results. They are not intended for daily cleanings.

For every day use, ordinary household liquid detergents and warm water should suffice for removing normal soap buildup and spotting that occurs after periods of shower use. Mild stain removal can be done using baking soda and a soft bristle brush.

While there is no product distribution list available for Canada from Chemique at this point, customers are welcome to call their toll-free number at 1-800-225-4161 to be directed to the closest supplier.