

# PARTS NEWS

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Subject: **Publication of Parts News**

Purpose: The publication of Parts News has been made available since September 2005, which is intended to provide you with updated information on Komatsu parts supply control system for your better understanding.  
At the same time, we believe that such information sure can help make good support for our customers' satisfaction with less trouble in good condition enjoying long service life, which also will enhance customers operating efficiency contributing to their earnings at the bottom line.

## 1. Market Situation

It is regret to see, in particular, that there are lots of counterfeit products or so called imitation parts just looking alike genuine parts made available on the market where you can buy them with inexpensive price very easily at unauthorized distributors or dealers such as repair and parts shops or online shopping carts. You have to know that imitation parts can cost you much more in the long run even though such parts seem inexpensive. Because imitation parts are often less durable than genuine parts, you must replace them more often. Sometimes you may even face a very critical problem caused by imitation parts.

That's why we are determined to provide you with information on imitation parts as much as possible through the publication of the Parts News from now on calling your attention from time to time to prevent your forklift trucks from material damages by using low quality imitation parts. Certainly, there are lots of differences in quality between genuine and imitation parts. Unexpected big amount of repair costs or low trade-in value as an extra loss may come after your replacement with imitation parts for a certain period of service time. It's too late when you aware it. Not only you cannot use your forklift for repairing but you may lose your business.

Therefore, it is very important for our customer to have periodical maintenance service by authorized distributor always assuring the use of genuine parts for replacement and original performance under warranty for customers' satisfaction.



## 2. Komatsu Forklift Genuine Parts

Komatsu Forklift genuine parts are manufactured under strict quality control of Komatsu Forklift together with forklift trucks, of which quality is guaranteed by Komatsu Forklift under warranty. It is, therefore, quite natural that the quality of Komatsu forklift trucks assembled with genuine parts are guaranteed by Komatsu Forklift accordingly.



Needless to say, if you don't use genuine parts including filters and elements for periodical maintenance service under warranty of Komatsu Forklift, and if you get problems that can be attributed to the use of parts other than genuine parts, your claim against such problems cannot be guaranteed under warranty by Komatsu Forklift accordingly.

Komatsu Forklift will guarantee Komatsu genuine parts for six months even though they are used for repairs beyond the general warranty period as agreed for forklift truck itself.

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### 3. Case Study

Here is a case troubled with imitation filters that have actually caused a big maintenance problem of Komatsu wheel loader in China. A customer of six units Komatsu large-sized wheel loader had the engine seizure trouble, which the customer had to pay with the amount of the vehicles damages for repair reaching to US\$400,000 since the root cause was attributable to the use of low quality oil filters purchased from imitation parts market as well as the use of low quality engine oil. Obviously, the oil filter could not remove impurities such as dirt and foreign body contained in engine oil, which consequently could not lubricate inside the engine sufficiently and caused the engine seizure eventually.

This is a very regrettable case that the customer of the wheel loaders had to pay such a big amount of repair costs due to the use of a little bit inexpensive engine oil filters, for which the customer might think he could save money when he bought imitation filters and poor quality engine oil.

Although this is the rare case that the poor quality of imitation parts was easily made visible since the problem occurred relatively in a short period of time. It is important to recognize that there are so many potential dangers that may invisibly shorten machine life expectancy by using imitation parts. If you are using imitation parts at present, you are strongly recommended that you immediately stop using imitations and receive the periodical maintenance service available by an authorized distributor who always uses Komatsu Forklift genuine parts.

Sometimes, you may see poor quality imitation parts with the same Komatsu logo on the package as you can see on the labels for genuine parts. It would be a little bit hard for you to distinguish which is which on the market of imitation parts. Appearances can be deceiving. By their appearances, imitation parts can be looked alike the very genuine parts including Komatsu logo on the labels. But the real contents are low-end parts. What you must do to prevent potential safety hazards is to get genuine parts from an authorized distributor of Komatsu Forklift.

### 4. Copyright

The number of countries that maintains more strict control or severe crackdown on the products of an illegal copy has been increasing these days. The number of cases filing a lawsuit has been also increasing. The situation in China, copycat or look alike products are flooding the market and trademark owners and government agencies are having only limited success in their efforts to fight counterfeit goods.

For your information, Japanese corporations representing a wide range of industries such as electrical machinery, precision instruments, automobiles, motorcycle and industrial equipment, with great concern about counterfeit products now growing every year in China, have urged related government officials of China to further cooperation by issuing new measures to crackdown imitations in an explanatory meeting recently held in China.



We will be continuing to provide you with concrete cases concerning imitation parts as much as possible in the Parts News from now on. We sincerely hope that our customer can always enjoy high quality of Komatsu forklift with long service life by your continued support as authorized distributor to secure customer's satisfaction. At the same time, we assure you that Komatsu Forklift is committed to maintaining the "Customer First" principle as the basis of its corporate vision.