

Sub: STEMCO-Longview Exceptions to Customer Specific Requirements

STEMCO-Longview is certified to ISO 9001 and compliant to TS 16949. STEMCO designs and creates off the shelf solutions. Due to the fact that our designing and manufacturing processes are not customer driven, there are certain exceptions to standardized language within customer driven supplier quality manuals that are based upon the assumption that STEMCO would manufacture products that are based on customer designs and processes approved by them. We will comply with applicable requirements under AIAG guidelines and take exception to any specific requirements listed within customer SQAM/SQMs posted on their websites/portals that do not apply to Stemco-Longview. Examples of these exceptions are listed below and are based upon the logic described above and this list is not considered to be exhaustive:

- 1) Suppliers are required to comply with customer's engineering drafting standards. This does not apply as STEMCO has design responsibility.
- 2) Supplier Quality Requirements for Prototypes. This does not apply as STEMCO has design responsibility.
- 3) STEMCO performs all necessary testing and identification of all special characteristics in accordance to AIAG requirements and STEMCO definitions/ procedures and will not conform to customer definitions.
- 4) STEMCO follows AIAG standards and qualifies and manages STEMCO suppliers in accordance to STEMCO procedures.
- 5) Control Plans and other process documents are living documents and are regularly updated as necessary. No changes affecting product form, fit, or function will be performed without customer PPAP approval. Stemco follows the criteria outlined in the AIAG PPAP manuals and will submit PPAPs where necessary on a case-to-case basis but no customer approval will be done for the above process documentation changes.
- 6) Stemco QMS maintains regular checks on all products manufactured. Identified Key or Major characteristics are verified regularly as part of the daily process and maintaining our confidentiality about product dimensions prohibits Stemco from revealing those dimensions to our customers.
- 7) Certificates with measurement details outside the customer drawings will not be provided as they are considered confidential and will not be communicated with the customer.
- 8) Stemco hires an outside 3rd party registrar and welcomes customer visits to witness manufacturing processes, but does not accept a customer directed 3rd party review.
- 9) Stemco designs and establishes manufacturing process engineering controls for off the shelf solution products and therefore deviations are handled in house without customer approval. No customer approval will be done as part of this process.
- 10) STEMCO warranty handles all customer claims for returned product and reviews each claim individually for reimbursement.

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