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June 27, 2013

Mr. Ron McElroy, Co-President  
Fluid Rx  
PO Box 712843  
Santee, CA 92072

Dear Mr. McElroy:

Thank you for meeting with the Bureau of Automotive Repair (BAR) on June 26, 2013, regarding your Magna-Guard and Fluid Rx Test Kit products. Your presentation was very informative.

BAR's primary mission is to protect and serve California consumers by ensuring a fair and competitive automotive repair marketplace and administering a model motor vehicle emissions reduction program. BAR is not in a position to offer advice or approval of your product and sales information.

BAR routinely meets with industry leaders and aftermarket companies such as Fluid Rx. Through these meetings, BAR educates the automotive industry on how to comply with the Automotive Repair Act. Compliance with the Automotive Repair Act is based primarily on honesty and communication. BAR is generally not as concerned about "what you sell" as much as "how it is sold".

BAR expects that repair facilities provide full disclosure and tell consumers the truth, verbally and in writing when communicating with *their* customers. If repair facilities recommend products and services that are in the best interests of the consumer and their vehicles, and they are honestly given all the facts, consumers can make an informed decision regarding the services they appropriately need for their vehicle. This promotes a fair and competitive marketplace where businesses can thrive and consumers are informed and protected.

By the way, as noted during our meeting, BAR would appreciate correcting the slides (Toyota presentation) to clarify that BAR does not approve or recommend products.

Again, thank you for meeting with us regarding Fluid Rx products and how they are utilized in the automotive industry.

Sincerely,

A handwritten signature in black ink, appearing to read 'John Wallaugh'.  
John Wallaugh, CHIEF

Bureau of Automotive Repair

cc: Doug Balatti, BAR Assistant Chief  
Dan Povey, Program Manager II  
Mathew Gibson, Acting Program Manager II