TO: AUTHORIZED portable electric tool SERVICE STATIONS factory SERVICE / SALES SUPPORT BRANCH

TOOL(S) \ PRODUCT(S) AFFECTED: 48-11-1828 M18™ XC 18.0V Lithium-Ion High Capacity Battery Pack



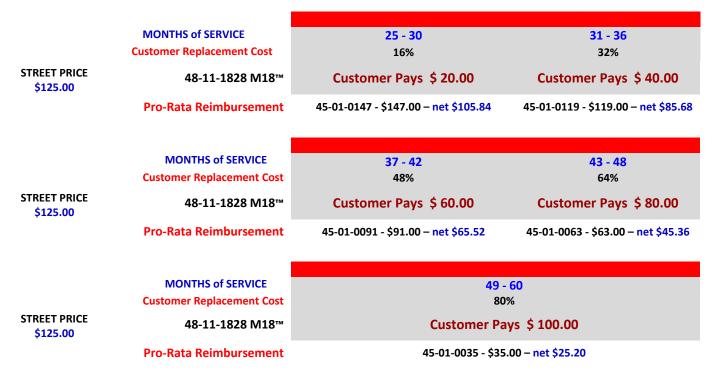
DATE: August, 2010

SUBJECT: 5 Year Pro Rata Warranty - Authorized Service Station Pro Rata Warranty Reimbursement; 45-01-0035, 45-01-0063, 45-01-0091, 45-01-0119, 45-01-0147 Pro Rata Reimbursement

Every MILWAUKEE M18™ XC LITHIUM-ION High Capacity Battery Pack is warranted for five (5) years from the date of purchase. The first two (2) years of the warranty are covered through free replacement of a defective battery. This means that for the first two (2) years from the date of purchase, a replacement battery will be provided to the customer for any defective battery free of charge. Thereafter, every customer gets an additional three (3) years of pro rata warranty on the M18™ XC LITHIUM-ION High Capacity Battery Pack. During this additional warranty period, the customer pays for only the useable service received over and above the first 2 years, based on the date of their 'date of purchase' or from the 'date code' from the battery packs serial number.

AUTHORIZED *Portable Electric Tool* SERVICE STATION can make a **Pro Rata Warranty Extension** warranty replacement of a 48-11-1828 M18[™] XC 18.0V Lithium-Ion High Capacity Battery Pack during the Pro Rata Warranty Extension period – Years 3, 4 & 5. The **Pro Rata Warranty Extension** is based on the date of date of purchase or the date code from the battery packs serial number and SHOULD BE pro-rated using the following chart... chart is based on average 'street price' of \$125.00 for a 48-11-1828 M18[™] XC 18.0V Lithium-Ion High Capacity Battery Pack.

Battery Pack serial number contains it's date of manufacture i.e. B41BD<mark>0840</mark>2016S – **0840** is the year and week of manufacture – October 2008; if no 'proof of purchase' is supplied, then use the 'date of manufacture' date minus 6 months to determine the pro-rated dollar amount for the replacement battery pack - allowing for a 6 month warranty period extension for 'shelf-time' before actual purchase; i.e. if date is showing the battery pack to be 42 months old, subtracting 6 months would mean the battery packs qualifies for a 32% replacement cost / customer pays \$40.00; if the date is 29 months, subtracting 6 months would mean the customer is entitled a 'full - no-charge' warranty replacement.



Once the free-replacement period [2 years – 24 months] has ended, the battery pack is prorated from the date of purchase; customer paying ONLY for the days / amount of use on the battery pack when they replace it with a new Milwaukee V-technology Lithium-Ion Battery Pack. REPLACEMENT Battery Pack - a battery pack replaced during the free-replacement period [2 years] will carry the balance of time remaining on the original Battery Pack; i.e. a battery pack replaced after 3 months of service would have 21 months remaining on the free-replacement period].

This bulletin is for informational purposes. PLEASE NOTE ON SERVICE PARTS LIST: 54-04-1820

Sample e-Warranty Claim for Pro Rata Warranty Extension Reimbursement -

Catalog # - list 48-11-1828 M18™ XC 18.0V Lithium-Ion XC High Capacity Battery Pack

Serial # -Battery Pack's serial number

Repair Comments: state PRO RATA WARRANTY - number of months minus 6 = XX

