

JOHN LOSCHIN

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**From:** O'Steen, Norma  
**Sent:** 03/22/2002 02:55:38 PM  
**To:** Madison Consumer Services  
**CC:**  
**BCC:**  
**Subject:** SMP

I have compiled a few copies of the "Safety Modification Program" that is on the internet. As you know, not everyone has access to the web and some people want something in writing that explains the program. I also included both the general and factory repair forms. If you need a copy to send to an insistent caller I have a few on my desk.

Norma Wray O'Steen

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