



April 29, 2022

RE: Allocation of Heavy-Duty Motor Oils

Dear Valued Customer:

There is currently a shortage of additives in the market to formulate Heavy-Duty Motor Oils. We – along with many other manufacturers - have been on allocation for many months and have seen supply continue to tighten. As a result of the current additive market availability, we have been forced to push out delivery dates for Heavy-Duty Motor Oils and in some cases, reject orders.

At this time we do not know how long this situation will last. The forecast does not look favorable for the next several months based on what we are hearing from our suppliers. However, we are doing whatever we can to take care of *existing* customer needs for Heavy-Duty Motor Oils in the 15W-40 and 10W-30 viscosity grades. Other grades may or may not be available at the time of order, regardless of lead time.

We regret this situation has continued to worsen, but we are continuing to work with our additive suppliers to find solutions. If you have any questions, please contact your Territory Manager.

Best regards,

Doug Towns
Vice-President