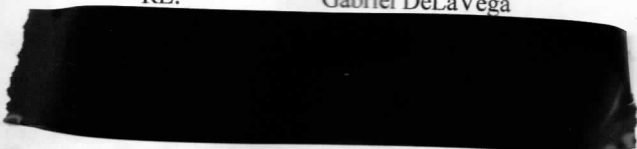


November 7, 2011

Gabriel DeLaVega
P.O. Box 6368
Phoenix, AZ 85005

RE: Gabriel DeLaVega



Dear Gabriel:

Claims Management, Inc. (CMI) manages claims on behalf of Wal-Mart Stores, Inc., its subsidiaries, and its insurance company regarding customer incidents.

We are very sorry to hear of your incident which involved Reese Security Tow Kit. At this time, we would like to share some information with you regarding the claims handling process.

We are obligated to inform you of the legal statute of limitations in AZ for your claim. The limitations period is the amount of time within which you must resolve this matter amicably or commence legal action to avoid waiver of your claim. For adults the statute of limitations for a Property Damage claim is 2 years from the date of incident. The statute of limitations for minors is 2 years from the date the minor reaches legal adulthood.

Upon reviewing your claim, CMI tendered the claim to the product supplier; Cequent Consumer Products*. Pursuant to the agreement between the supplier and Wal-Mart, the supplier will be responsible for the investigation and resolution of this claim.

The supplier may send you a written request for more information about your claim. Please respond to the supplier's request as soon as possible to ensure the prompt investigation and resolution of your claim.

We have asked that a Cequent Consumer Products* representative contact you in the near future. If you do not hear from the supplier in the next 10 days, please feel free to contact them directly.

We appreciate your cooperation in this matter. If you have any questions, feel free to contact me at Product Claims E-mail address:



Sincerely,



CLAIMS MANAGEMENT INC

