



Dear Carter/SYM Dealers,

July 23, 2010

Upon returning from the 4th of July vacation period on July 12th, Carter Brothers discovered a devastating fire had spread throughout our 265,000 square foot warehouse & manufacturing facility. Unfortunately the fire destroyed the manufacturing facility along with the finished goods & aftermarket parts warehouse along with its contents; nothing in the building was salvageable. There was smoke damage in parts, customer service, technical support and adjacent offices. The main office building for sales and accounting was undamaged; however electrical power and telephone service was lost during the fire. As of today electrical power, telephone & E-mail service has been restored. The main computer server melted from the intense heat however Carter maintains a backup system for the server which saved all records.

The company **WILL** rebuild. Despite devastating blows such as a tornado in 1989, fire in 2000 & now another fire in 2010 Carter's commitment to their employees & dealers demands the continuation of the company.

The 1st priority will be placing parts orders for SYM and Carter products to give dealers support for the machines they have sold. We intend to expedite aftermarket parts in so your customers can have quick turnaround service on maintenance and repairs. It will take a little time to rebuild the parts department but we have already begun accessing our parts needs; as soon as we have a new computer server installed the parts orders will begin.

Carter has additional buildings which will be set up to manufacture the Eclipse series of Go-Karts, the Revo Buggy series, the Matrix SxS series. We intend to have these machines available for the 2010 Christmas season.

We have a supply of SYM scooters in our West Coast warehouse to cover most models. Please call about the availability. SYM is introducing several new models for the 2011 season which we are excited about. For immediate assistance on SYM aftermarket parts you can contact the SYM Canadian distributor;

SYM Canada
Piero Manzini
Tel# 1-877-463-3940
E-mail info@symcanada.ca

Sincerely,

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