



Eaton
10955 SW Avery Street
Tualatin, OR 97062
tel: 800-846-6269
fax: 503-692-9091

February 15, 2021

Dear Valued Customer,

We recently contacted you regarding shipment delays we are seeing out of the eMobility plants in Juarez Mexico and LaGrange, NC. These shipment delays are due to shortfalls from our component suppliers who have been impacted by the COVID-19 outbreak and the high volatility of key commodities including metals, plastics and electronic components. These shortages are growing exponentially worldwide and are now affecting our eMobility Sure Power Plants in Reynosa Mexico, Tualatin, OR and Tijuana Mexico. Specifically, we are experiencing shortages in microchips (affecting eMobility power conversion products out of Tijuana, CAN controlled PDMs out of Juarez, Tualatin and Tijuana, and CAN switching products out of Reynosa) and plastic resins (affecting Vehicle Electric Centers VEC, RTMR, FMG, HMG and the 32006-Axx VEC connectors out of Juarez, plus the NGR, SVR and plastic frame rocker switches out of Reynosa).

Currently, we are exploring alternative means to fulfill orders, including daily expedites, dual sourcing, and alternative material sourcing. Where necessary, we will communicate alternative material usage to our customer base for input and approval.

Though the situation is fluid, Eaton is actively working with our suppliers on recovery plans and exploring options for continuity of supply. Eaton is open to and encourages the partnership with our customers to work through these material shortage issues, and we appreciate any guidance you may provide. We will continue to enter customer orders to drive future demand; however, acknowledgement delivery dates are subject to change with the fluid situation of component supply.

Please reach out to your designated Account Manager or Customer Service Representative with any questions on specific part numbers affected.

Thank you,

A handwritten signature in black ink, appearing to read "Alejandro Garza".

Alejandro Garza
Director of Operations
eMobility North America