

Dear Customers,

Icom America is restructuring its Servicing Capability to Support Customer Needs. We understand how important it is to you to receive quick quality repairs of your Icom Product, should the need arise.

Icom America is continually looking at its methods and policies to provide you with the most effective and efficient method of Service repair possible.

One such change is utilizing Independent Partners to provide depot level service to meet your needs.

These partners, better known as Icom Service Centers (ISC) are strategically located to accelerate service time and response to your needs for Land Mobile, VHF Marine and Avionic product.

Icom America itself is becoming leaner and with that will provide limited service in these areas, but in turn generally incur longer return times, which maybe inconvenient or unreasonable to you in some instances. So we urge you to use the ISC recommended in your region.

To find the best solution to your service needs, please visit:

<http://www.icomamerica.com/en/support/PartsAndService/default.aspx>

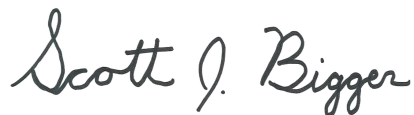
Icom America will continue to fully support Amateur product along with its ISC in Michigan and SSB Marine Product in conjunction with both ISCs located in Michigan and Florida.

Again, please use the website indicated above for the best solution for your location.

If you have any problems, please feel free to contact the Service Administration Dept. at Icom America: 1.800.306.1380

Thank you for your continued support and use of Icom products.

Sincerely,



Scott Bigger  
Service Manager  
Icom America Inc.