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Howdy Allen,

Ex. 4 CBI

To capture what we talked about on the phone:
Submitting the Owner's Manual Defect Report to EV-CIS is on my agenda today. Here is an overview of where it is at. We found all the manuals that were missing the required wording. All of those manuals have been updated and published. They are available to customers on a serial number basis. Customer letters have been sent out as of May 1st. They include a description of the issue and provide means for customers to access the owner's manuals for their equipment. I will send you a note when I get it submitted in EV-CIS, and include the official notification of customer mailing.

Thanks for the quick walk through of the FOIA.

Best Regards,
Travis

Company Use

From: Duncan, Allen <duncan.allen@epa.gov>
Sent: Tuesday, May 28, 2024 8:52 AM
To: Travis Wibben <WibbenTravisM@JohnDeere.com>
Cc: Justin Greuel <GreuelJustinG@JohnDeere.com>
Subject: RE: John Deere Operator Manual Update

Travis;
Hope all is well.

Ex. 4 CBI

I wanted to know if you could provide me a quick status update on all the manuals?
I have a FOIA request I need to manage.


Give me a call if you want to chat.

Best regards,
Allen

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Company Use

From: Travis Wibben <WibbenTravisM@JohnDeere.com>
Sent: Saturday, January 27, 2024 10:48 AM
To: Duncan, Allen <duncan.allen@epa.gov>; Bunker, Byron <bunker.byron@epa.gov>
Cc: Justin Greuel <GreuelJustinG@JohnDeere.com>
Subject: RE: John Deere Operator Manual Update

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Happy New Year Allen and Byron,

All but three of the 56 manuals have been published and are available to the public. The last three will be complete by 1Feb24.

Attached is the updated remedial plan, customer letter, and defect report information. Would you please review and approve the remedial? When we receive approval of our plan, and have all the manuals published, I will get the customer mailing started. At that time I will submit the Defect Report to EV-CIS and submit the notification of customer mailing.

Please let me know if you have any questions.

Thank you,
Travis

From: Travis Wibben <WibbenTravisM@JohnDeere.com>
Sent: Friday, December 22, 2023 9:37 AM
To: Allen Duncan <duncan.allen@epa.gov>; Bunker, Byron <bunker.byron@epa.gov>
Cc: Justin Greuel <GreuelJustinG@JohnDeere.com>
Subject: RE: John Deere Operator Manual Update

Allen and Byron,

We have moved forward with removal of the word "qualified" from the text block. There are two major steps to this; change to the manual, and publish to the website. Internally the 556 manuals are either updated or will be in the next few days. The next step is publishing to the website. Our publisher has committed a timeline to get the manuals published by the end of January 2024.

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Once publishing is complete, I will submit our remedial plan and customer letter (with updated text block) for your approval. At that time we will be ready to send customer letters, so as soon as you provide approval we will head to the mailbox. When they are sent I will provide notification of customer mailing and submit the official defect report.

I hope this plan is ok for you. Please let me know if you have any questions.

Merry Christmas and we will be in touch in the New Year if I don't hear from you before then.
Travis

From: Justin Greuel <GreuelJustinG@JohnDeere.com>
Sent: Friday, December 15, 2023 9:12 AM
To: Allen Duncan <duncan.allen@epa.gov>; Bunker, Byron <bunker.byron@epa.gov>
Cc: Travis Wibben <WibbenTravisM@JohnDeere.com>; Justin Greuel <GreuelJustinG@JohnDeere.com>
Subject: RE: John Deere Operator Manual Update

Allen and Byron,

Just want to provide you with a brief update from our conversation last week. We're still gathering time estimates to complete updates to remove "qualified" from the text block and re-publish the 556 operator manuals. We have the text block updated and available for use already and have an estimate of December 21st to update all the operator manuals. The last piece of information we're waiting on is estimated time to publish the manuals to our website, after which point we would send out customer notification letters. We're hoping to have that estimate by the end of today. Travis or I will provide you with an update once we have it. From there, we can decide whether it makes sense to wait or proceed as-is.

Thanks and have a great weekend,

Justin

-----Original Appointment-----

From: Justin Greuel
Sent: Wednesday, November 29, 2023 10:50 AM
To: Justin Greuel; Allen Duncan; Travis Wibben
Subject: John Deere Operator Manual Update
When: Wednesday, December 6, 2023 8:30 AM-9:20 AM (UTC-06:00) Central Time (US & Canada).
Where: Microsoft Teams Meeting

Allen,

Travis and I are setting up some time to review a rough draft of our defect report and mitigation plan before formal submittal through EV-CIS. Please let me know if this time works for you and please also forward to Byron if he's available. Travis and I can meet anytime up to 2 pm CDT on Wednesday if you need to adjust.

Thanks,

Justin

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