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Dear Customer:

So that you will better understand the function of a motor or transmission installed in your vehicle, we would like to explain the following details:

A "short block" assembly consists of the engine block, pistons, crankshaft, bearings, camshaft, and timing gear and chain. This is a partial engine assembly, not a complete engine. It does not contain cylinder heads, spark plugs, manifolds, oil pump, lifters, gaskets, and many other related items. These parts may be purchased, at an additional cost, and installed without additional labor cost, at your option. This engine can be installed for the quoted price; however, in many cases, an old automobile will need additional items other than those included in a "short block."

Some people choose to replace the engine with a "long-block" assembly. This contains a short-block, cylinder heads, oil pump, lifters (except roller lifters and lash compensators), gaskets, and so forth. A "long-block" assembly does not contain a carburetors, starter, generator, water pump, fuel pump, spark plugs, manifold, radiator, or motor supports. If these items are defective, you may have them installed in your vehicle without additional labor charge at the time of installation of the "long-block," but you must pay for these extra parts. Timing components on overhead cam long blocks are not included. Front cover type oil pumps are not included.

Any engine or engine assembly is an engine only and does not have the other material that it takes for your vehicle to run well. An automobile is a highly complicated piece of equipment. When you raise the hood, you will see approximately 10,000 pieces that you have not replaced on your vehicle that can cause it to malfunction. If your car does not run well, it is probably because other items need to be replaced, at a cost to you. On computerized vehicles, it will probably take \$500 to \$1000 to replace or repair a computer system. This system is not a part of the motor that we sell. There is one sensor alone that counts the miles on your engine and compensates for the mileage, in other words it will gradually advance as the engine wears. This is not part of the engine you purchased from us, and it must be reset back to the setting for a new car or new engine.

Towing will be free within the city limits of Houston provided that we complete the engine or transmission installation. In all cases, the engine must be opened for inspection to determine the condition of the related parts. This can cause your bill to increase substantially.

Installation of a transmission can also affect you the same as an engine installation. Items other than the transmission are needed to make the transmission perform properly, such as the torque converter, which is a welded, sealed unit, and is in no way an item that can be repaired if defective. Most torque converters are found to be defective or full of material that will ruin the transmission installed by us. Other parts that can cost you additional money are a broken or cracked transmission case, which cannot then be used for exchange, universal joints, and transmission supports.

Sometimes in disconnecting an old or rusted exhaust pipe in order to do the repairs, a hole will appear, even though carefully handled. If this happens, remember that it is your exhaust pipe and if it needs to be replaced you must pay for it.

Your old engine core must be in a rebuildable condition or there will be an additional charge.

We hope this will explain to you some of the problems that you might encounter when an engine or transmission is installed, and that you will understand the nature of the problems if and when they arise.

I acknowledge I have received a copy of this document.

THE MANAGEMENT

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