



DuPont Professional Products  
4417 Lancaster Pike  
Chestnut Run Plaza 705  
Wilmington, DE 19880-0705

July 27, 2011

Dear Turf Management Professional:

I am writing to update you on the situation with Imprelis® herbicide.

First and foremost, I want to underscore DuPont's commitment to our customers' satisfaction and to responsible stewardship of our products. We sincerely regret any tree injuries that Imprelis® may have caused, and will work with you to promptly and fairly resolve problems associated with our product.

Since we sent you our original letter, we have reached out to those of you who have reported concerns, both to gather information and to determine how best to work with them to address those concerns.

Based on our ongoing review, we have observed tree injuries associated with Imprelis® primarily on Norway spruce and white pine trees. The reports of problems are concentrated in a geographic band that includes Minnesota, Michigan, Indiana, Ohio, Pennsylvania, New Jersey and Wisconsin. While most properties treated have had successful weed control, we are committed to continuing to work with every customer who has experienced Imprelis-related problems.

If you have concerns or issues with our product, we would like to hear from you. To make it easier to report problems and have them resolved as quickly as possible, we are:

- Engaging 20 independent, certified arborist companies to work with you and evaluate your claim.
- Launching a website, [imprelis-facts.com](http://imprelis-facts.com), to carry the latest information about Imprelis® and make it easier for you to report problems. We urge you to go to the website for more information and to check back frequently for updates.
- Establishing a toll free hotline to take all reports of problems from lawn care professionals, property managers and owners, and golf courses, and to handle any questions and concerns. The hotline will go live on Monday, August 1. The number will be made available on the [imprelis-facts.com](http://imprelis-facts.com) website.
- Continuing to work on this issue with the Environmental Protection Agency, state regulators and university extension specialists.

We ask for your cooperation while we work to rapidly address this matter and institute processes and procedures to remedy your situation. It is our goal to have a claims process set up as soon as possible.

Thank you for your patience and ongoing support of DuPont Professional Products as we work through this together.

With regards,

A handwritten signature in black ink, appearing to read "Michael McDermott".

Michael McDermott  
Global Business Leader  
DuPont Professional Products