Dear Channel Partner,

Thank you for your continued support as we manage through the daily challenges that arise in support of our customers.

As we begin to see a global easing of governmental travel restrictions, improving border exemptions reducing material and labor shortages, challenges remain as we move toward normalized operations. We anticipate delays will continue to impact some of our supply chain and shipments.

In our Americas region, our Mexican operations in Sonora, one plant that was subject to governmental restrictions for essential operations will re-open on May 18th. All other manufacturing operations continue to operate in full or limited to further essential product lines. TE continues to work closely with all applicable government agencies in Mexico to obtain essential operations approvals to move all manufacturing to normalized operations. Our U.S. and Canadian manufacturing and distribution centers continue to operate on normalized operations. Most Americas countries remain open for commerce through their borders except for Argentina and Colombia which are anticipated to re-open in late-May.

In our European locations, our remaining India plants have been granted permission to re-open and our teams are working to ramp up operations. All other manufacturing and distribution centers continue to operate and are moving to normalized operations. Most European countries remain open for commerce through their borders.

In our China and other Asia locations, all manufacturing and distribution centers have normalized operations and continue to focus on backlog reduction and stocking replenishment. Most Asian countries remain open for commerce through their borders.

While ground and ocean transportation have normalized, air transportation continues to be impacted increasing cost significantly. TE continues to focus on all alternate carrier options on deliveries to minimize disruption, however, we do expect delays will remain. TE is committed to providing, to the degree possible, up-to-date lead times and schedules via our ecommerce system.

TE is leveraging technology to remain connected while many of our employees are working from home, therefore we continue to be available to answer your calls, chats and emails, provide quotes, and to offer the technical support you’ve come to expect from TE. We are available 24x7 through our global network of consultants. In addition, TE.com is always available to respond to your product needs.
We remain committed to assist our partners through this event and appreciate your continued support of our mutual customers. Please liaise with your TE sales representatives or customer service staff to address any concerns regarding the impact on your orders or projects with TE.

Please cascade this message as appropriate within your organization, but we ask that you do not post this update on your website or provide it to anyone outside of your organization. Should you have any questions regarding this update, contact your TE sales representative.

Regards,

Sean Miller
VP of Global Sales
Channel Business Unit

Lynn Holmgren
VP, Global Customer Experience
& Channel Customer Solutions