

P.O. Box 17659
Golden, CO 80402

B & B MUFFLER & AUTO SERV
3000 S LAMAR BLVD
AUSTIN, TX 78704

07/20/2010

Re: Claim # 3020902384

Dear B & B MUFFLER & AUTO SERV:

As a member of the NAPA AutoCare Program, your business is eligible to offer the 12-month /12,000-mile "Peace of Mind" National Warranty. National coverage on qualifying repairs becomes valid outside a 25-mile radius of your location. Should one of your customers find themselves in a situation where they are unable to bring their vehicle back to your facility for a possible warranty repair, your customer simply calls 1-800-452-NAPA (6272) for assistance in locating the nearest facility. This information is included on the "Peace of Mind" Warranty sheet included in your Business Builder Binder.

We want to inform you that one of your valued customers recently experienced a problem. On your behalf, NAPA has warranted this claim in the amount of \$404.02. In the interest of customer satisfaction, we recommend that you contact KYLE HARDIE at your convenience. Below please find information you might find useful regarding this situation.

KYLE HARDIE
1609 JACKSON ST
DENVER, CO 80206
7046043829
WATER PUMP

Original Date: 04/19/2010
Invoice #: 67348
Repair Facility: STRICTLY RAYS
Repair Date: 07/01/2010

The goal of the "Peace of Mind" Warranty is to minimize any inconvenience one of your customers might experience should a situation like this arise and ultimately, assist you to retain a customer's future business. As always, you should provide a copy of the "Peace of Mind" Warranty terms and conditions to all your customers with a completed repair order and make sure that you draw attention to the toll-free number indicated.

If you have any questions or if we may be of further assistance please contact us Monday through Friday 8A.M. to 5P.M. Mountain Standard Time.

Sincerely,

Michael A. McAvoy
NAPA Warranty Administrator