

(2)

NARRATIVE

I took my 2013 Honda Civic to this car Honda dealership.

AFTER incident.

* Under car some metal dragging on bottom of car. Towed car to dealership. Because fear of sparks metal dragging on street.

Service Advisor: Johnny Torrez

Spree Honda. STATED I BENT MY SUB-FRAME WAS advised to take to a body shop. called body shop. Owner refused to help. Took car back to Spree Honda.

I went to parts. They informed me they could not order SUB-FRAME. This part is on back order. SERVICE ADVISOR: Johnny Torrez informed me to contact my CAR INSURANCE

I AM WITH STATE FARM. CLAIMS Adjuster:

BENJAMIN: (855) 341-8184. My claim number was: 7544 C 907 V.

STATE FARM SENT A USED SUB-FRAME FROM SOME CAR WRECKING YARD. (Spree Honda) stated could not use (SUB-FRAME) because (SUB-FRAME) WAS FOR A MANUAL Transmission. I have AUTOMATIC Transmission.

Ruby S. Muniz