

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 ADJUSTOR:  
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. Munn