



TBF

ENTERPRISES, INC.

Automotive Warranty Administration

*"The Most Comprehensive
Warranty Service in the Industry"*



28991 OLD TOWN FRONT ST. SUITE 207
TEMECULA, CA 92590
951-676-5757

A TRADE MARK OF TBF. ENTERPRISES, INC.

My name is Scott Brown and I am the President/Owner of TBF Enterprises, Inc., one of the largest automotive warranty administration companies in the nation. We have been in business over 23 years and to compliment our main office in California, we have recently opened a Florida location. I invite you to look at our line of incredible services. We pride ourselves in providing you with the most comprehensive warranty administration, customized for all your needs.

Would you like to save money and reduce payroll expense?

- Our cost is less than having an in house employee.
- Forget about training and benefit packages.

Are you collecting 100% of the money you are entitled to?

- Our mission statement is to collect 100% of what the dealer is entitled to by providing a comprehensive service including coding, closing, posting and reconciling of schedules with weekly audit reports ensuring you get the money you are entitled to.
- With our vast experience and knowledge, labor and parts eligible for payment will be submitted and paid.

Would you like to avoid a factory audit?

- As the owner and a previous Warranty Auditor for American Honda, this knowledge and experience has enabled us to have complete understanding of dealer and wholesale operations.
- We will help you maintain the proper documentation of submissions for the manufacturer, avoiding unnecessary factory audits.

Ready to experience the professional warranty team of TBF?

- Our highly trained staff comes with years of experience, enabling them to work with more than 100 dealers across the USA, including Hawaii. Some of our clients have been with us for all 23 years!
- We offer our services on a temporary basis as well if you have an employee out on leave. TBF Enterprises provides service for several car lines such as Honda, Acura, General Motors, Toyota, Chrysler, VW, Mercedes BMW and several others.

Please feel free to contact me personally at scott@tbfenterprises.com or (951) 676-5757 ext 114. We would love to have the opportunity to work with you and your staff so call us soon!

WARRANTY EXPERIENCE

TBF Enterprises, Inc. is a warranty administration company since 1987, specializing in Automotive Warranties throughout the United States. Our professional, experienced staff combines accounting expertise with over twenty years of experience in factory warranty processing on both the retail and wholesale levels. We have highly skilled staff that are trained in the use of ADP, Reynolds & Reynolds, and UCS, as well as other computer systems to process warranty repair orders.



WARRANTY CLERK ALTERNATIVE



Increase your quality of warranty administration, while reducing overhead costs. Whether your monthly warranty receivable is ten thousand or two hundred thousand dollars, TBF Enterprises, Inc., will provide you with old-fashioned honest, reliable quality service at a fair and very competitive price. We save the client the expenses they pay for an employee like healthcare, holiday pay, 401k, and employee taxes.

STAY COMPLIANT

Although the responsibility of compliance remains with the dealership personnel (time justification, signatures, 3 c's, etc.), we will audit documents received and alert your service management of any out of compliance conditions via TBF Enterprises' audit report. This is a valuable tool for service management to make internal process corrections. We will also analyze the cost per VIN report if provided, to help your staff identify any out of line conditions. We also offer on site compliance training as an additional service.



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POWERFUL REPORTING



With our advanced computer network system, TBF has the ability to link directly into your in-house computer system, and produce accurate reporting. You will receive an Audit Report showing you claims with submission standard discrepancies based on the documents received. For some car lines, authorization logs are also provided.



WE WILL REVIEW EVERY CLAIM ON
THE SCHEDULE TO MAKE SURE IT IS
IN PROCESS. THIS WAY IT CAN BE
CONTROLLED ON A REGULAR BASIS TO
ELIMINATE ANY OVER-AGED WARRANTY
RECEIVABLES.



EACH WEEK OUR SYSTEM GENERATES A
REPORT OF ALL CLAIMS THAT REQUIRE
AUTHORIZATION.

THIS REPORT SHOULD BE USED TO
HELP CONTROL YOUR GOODWILL
AUTHORIZATION USAGE.



WE WILL ASSIST YOU IN YOUR ADMINISTRATION OF WARRANTY SUBMISSION STANDARDS. EACH CLAIM WILL BE AUDITED, AND A REPORT SUCH AS THE ONE SHOWN WILL BE ISSUED WEEKLY. IT WILL ONLY LIST THOSE CLAIMS THAT HAD DISCREPANCIES. THE ADVISORS AND TECHNICIANS ARE LISTED IN THE REPORT TO HELP YOU ISOLATE THE SOURCE OF PROBLEMS.

IT IS OUR GOAL TO HELP YOU MEET ALL OF THE MANUFACTURER'S SUBMISSION STANDARDS. THIS WILL REDUCE THE POSSIBILITY OF AUDIT CHARGE-BACKS.



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 Temecula, California 92590
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TBF ENTERPRISES AUDIT REPORT

DEALER NUMBER 55555

DEALER NAME SMITH HONDA

ONLY CLAIMS WITH DISCREPANCIES ARE LISTED IN THIS REPORT.
 SOME AREAS CANNOT BE AUDITED SINCE WE DID NOT RECEIVE ALL
 DOCUMENTATION.

Claim Statement Number Claim Statement Date Page 1 of 1

Repair Order Date	Repair Order Number	VIN	Claim Number	Credit Amount	Advisor	Technician	Audit Reason
1/1/2011	73131	8H215212	731311	\$75.26	222	248	TIME JUSTIFICATION
1/1/2011	73147	8L228291	731471	\$118.32	148	720	IMPROPER ADD-ON
1/1/2011	73374	5S25853	733741	\$990.23	756	657	IMPROPER ROAD TEST DOCUMENTATION

TBF ENTERPRISES IS NOT RESPONSIBLE FOR ADHERENCE TO MANUFACTURER'S SUBMISSION STANDARDS. IT IS THE DEALER'S RESPONSIBILITY TO MAKE SURE THE POLICY AND PROCEDURES ARE FOLLOWED. OUR AUDIT REPORT HAS BEEN DESIGNED AS A TOOL TO HELP YOU TO IDENTIFY AND CONTROL ANY PROBLEMS IN THOSE AREAS. OUR AUDIT PROCEDURE IS BASED ON THE DOCUMENTS AVAILABLE FOR OUR INSPECTION. THE MANUFACTURER'S AUDITOR'S WILL USE ADDITIONAL REPORTS TO VALIDATE EACH CLAIM. WE CANNOT AUDIT FOR PROPER TECHNICIAN DIAGNOSIS AND REPAIRS.

