

BLM PROGRAM

REPAIR AT SPEC PRICE

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AGREED TO RETURN FOR EXAM  
ARS MAILED 5/8/02

REPAIR AT SPEC PRICE

REPAIR AT SPEC PRICE  
QUOTE 1/2 NORMAL REPAIR  
CHARGES

DALE WILLS TO HANDLE

UPDATE PER CURRENT  
PROCEDURE

UPDATE PER CURRENT  
PROCEDURES

REPAIR AT SPEC PRICE

CANNOT RETURN OFFER TO  
REPLACE

REPAIR AT SPEC PRICE

NEW TA, CLEAN ACTION N/C

NEW TA - BLM PROGRAM

REPAIR SPECIAL PRICE

QUOTE REPAIR - BLM  
PROGRAM

REPAIR AT SPEC PRICE

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NEW TA - BLM-PROGRAM