

Post Class Action Plan:

Currently, we have an issue with Core exchange. With so many brands we do not have a process for each brand that avoids exchange issues.

Bentley does not charge us for the cores un-front and cores have gone missing when not handled properly by the parts department and technicians/ we do not get refund from manufacture.

Plan:

Proposed Core Process:

- Bill-out core then credit back to the RO when the job is done.
- Develop a log with the part/technician/date/and parts employee to sign-off.
- Need a calendar on all open cores and when refund times expire.