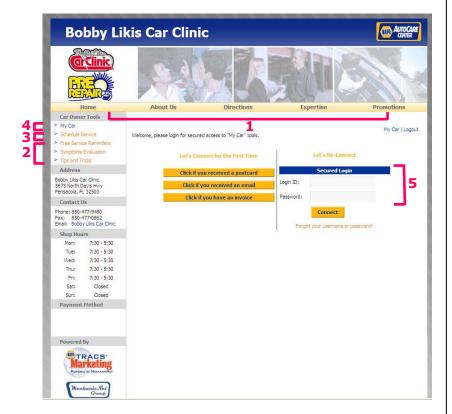




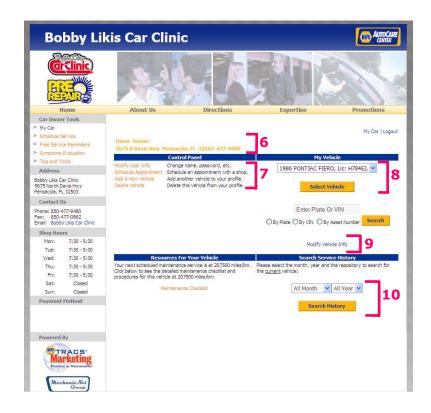
Think of **GLOBO** as your Automotive Service Valet. You can:

- Access all of your Car Clinic Service & Pre-Repair® service records for all your vehicles from a single place! No searching through mounds of paper...how roadtrip-friendly is that!
- Proof of services which substantiate your NAPA and BG Protection Plans or warranty-related services can be accessed from anywhere...just in case you breakdown when you're away from home.
- Make your Car Clinic Service or Pre-Repair<sup>®</sup> appointments on line! Then, just drive in & we'll be expecting you.
- Clip e-coupons exclusive to our e-customers!
- Search our Symptoms database to help you best communicate with Bryan & Matt at the service desk!
- Add to the resale value of your vehicle by presenting your service records to the perspective buyer...or present records at trade-in for "certified vehicle" status (higher value)!
- Easily complete Customer Satisfaction Surveys so that we can serve you even better!



## How to use **GLOBO** basics:

- Go to www.CarClinicService.com. First, click through the links in #1. We'll share all sorts of information about Car Clinic Service/Pre-Repair<sup>®</sup>, plus you'll find a special on-line Special (click on "Promotion").
- Take a look at **#2**. This is where your **GLOBO** Valet Services begin. Check out Symptoms & Tips and Tricks for some terrific general information about your vehicle.
- The Schedule Service button at **#3** now allows you to book a service or Pre-Repair<sup>®</sup> procedure on-line. We'll send you an automatic confirmation.
- Last, click on "My Car" (#4) and the "Secured Login" screen #5 will appear. Enter your Email Address as the Login ID & key in the Password that you'll receive in a Thank You email from us. You can change this initial Password under "Modify User Info" once you're in your GLOBO for the first time.



- **#6** displays your current address & phone number based on your last invoice.
- The Control Panel is found at **#7**. You can change the info at #6 by clicking on "Modify User Info." You can add a new vehicle or delete a vehicle (if you sell it, trade it, etc.)...and you can Schedule an Appointment day or night!
- Your vehicles' information is located at #8. The drop-down button displays the list of all the vehicles in your GLOBO & allows you to "Select the Vehicle" whose service records you'd like to view. Fleet vehicles can be searched by license plate, VIN or asset number (if assigned).
- At #9, you can Modify Vehicle Info (e.g., license, color, normal/severe driving condition).
- And finally at **#10** (Search Service History), you can view the service history of the vehicle you chose under "Select Vehicle" at #8. At #10, choose a date range or select "All" in both month & year to see the entire diary.

Happy **GLOBO**ing!