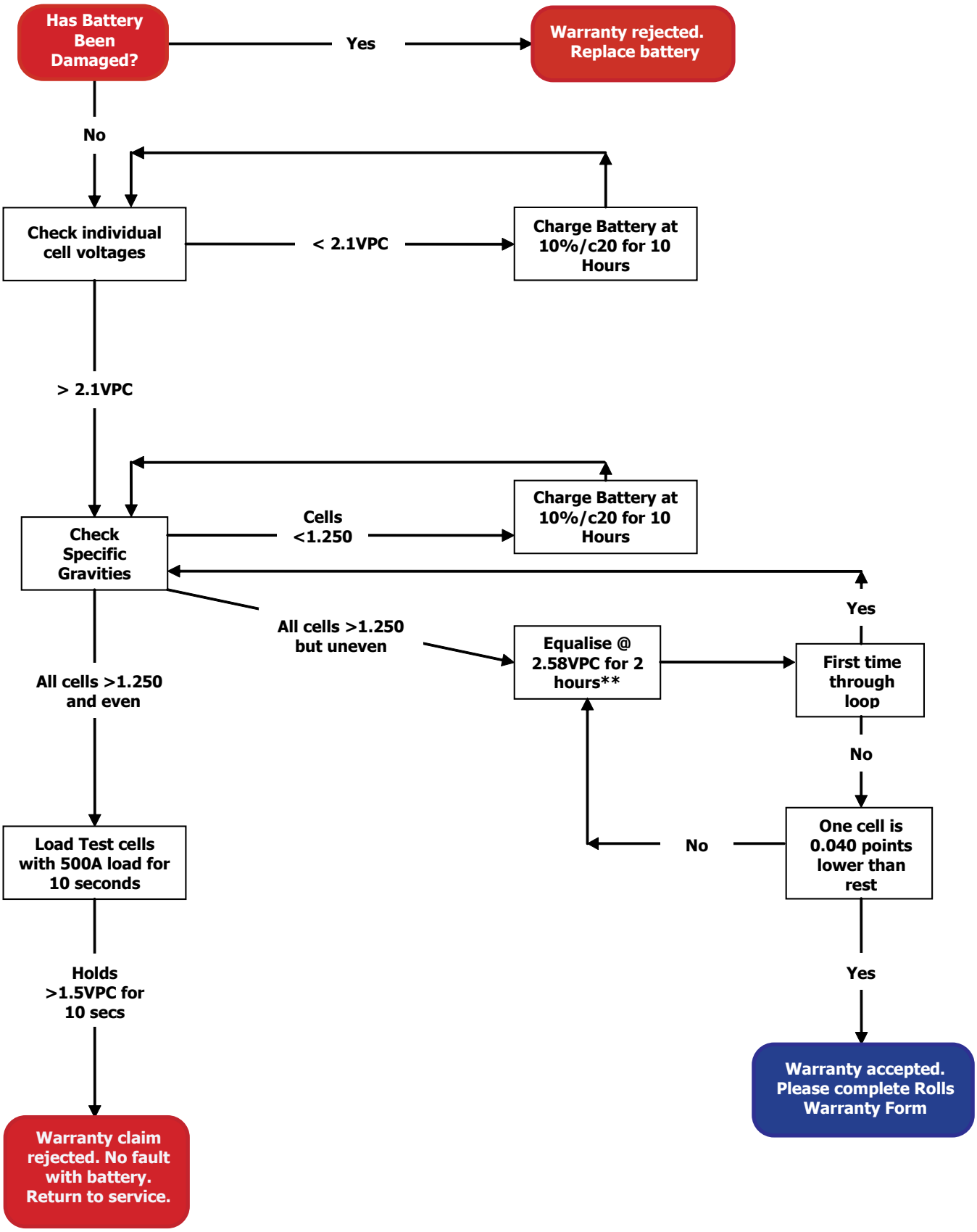Warranty Flow Chart