

<For Internal Use Only
approved for dispatch>

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
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Dealer:

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Fire/Explosion

*** Others - Others commitment fulfilled on Eastern Time (&) with
Commitment Date closed by ***
approved

*** Eastern Time (&) ***
Dispatched from = Dispatch to by
Reason:

*** Pacific Time (&) ***
Accepted from to Inbox/Need To Call by

*** Pacific Time (&) ***
Assigned to of by
Reason:

*** Phone - Call - Outbound created on Pacific Time (&) and created by

Called and spoke with Mrs.
Writer states:
1. Calling in regards to a
2. Thank you

Customer states:
1. He's driving and he's going to be parking soon and I will have him call you back

*** Pacific Time (&) ***
Case moved into and Sub Status of Assigned

*** Pacific Time (&) ***
Case moved into and Sub Status of Assigned

*** Pacific Time (&) ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]
Closing case pending further customer contact.

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				12528693	62,000
				Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Product Liability

Case Type Lvl4: Fire/Explosion

Case History

*** () ***

Contact = , Priority = Standard, Sub Status = Working

*** Phone - Call - Inbound created on () and created by ***

Customer States(owners mother):

1. My son;s car caught fire
2. The car was a total loss
3. Saw many other complaints on line regarding soul's catching fire
4. Need to be aware of this and there are things that insurance did not cover that should cover
5. Car just caught fire while he was driving.

Writer States:

1. Confirmed owner, caller info
2. Apology for situation
3. Will need to get details regarding incident
4. Fire report taken

Writer States:

1. Advised customer if requesting further investigation from customer will need to send complete photo's of vehicle and fire report

Customer States:

1. I purchased this car for my son and so I am also on the ownership documents as well
2. Requesting follow up with me regarding this fire
3. My number is

Writer States:

1. Advised address to send requested info
2. Advised case number
3. Explained case will be sent to another department for further follow up
4. This department will be in contact with owner within hours
5. Thanked customer for contacting

*** Note - Others created on () and created by ***

Writer States:

1. Dispatching to nca for follow up on alleged fire
2. Customer's mother called to make the report
3. Mother's name is
4. Her call back is
5. Owner phone is per the mother for the cell

*** () ***

Dispatched from = DEFAULT to by
Reason:

Last name	First name	VIN of	2	SOUL	Case Number	Mileage

Dealer:

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

*** Pacific Time (&) ***

Accepted from Queue to Inbox/Need To Call by

*** Pacific Time (&) ***

Assigned to default of by
Reason:

*** Phone - Call - Outbound created on Pacific Time (&) and created by

Wrt attempted contact. Left message for CB

*** Phone - Call - Inbound commitment created on Pacific Time (&) with

Commitment Date and created by ***

*** Phone - Call - Outbound created on Pacific Time (&) and created by

Wrt attempted contact. Unable to leave message for CB

*** Phone - Call - Inbound commitment created on Pacific Time (&) with

Commitment Date and created by ***

*** Phone - Call - Outbound created on Pacific Time (&) and created by

Wrt attempted contact. Left message for CB

*** Phone - Call - Inbound commitment created on Pacific Time (&) with

Commitment Date and created by ***

*** Phone - Call - Outbound created on Pacific Time (&) and created by

Wrt attempted contact. Unable to leave message for CB

*** Phone - Call - Inbound commitment fulfilled on Pacific Time (&) with

Commitment Date closed by ***

*** Pacific Time (&) ***

Closed with Resolution Code : No Cust Contact

[Resolution Summary]

Pending further contact.

Consumer Affairs

of 11

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
					Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Case Type Lvl4: Engine Warning Light

Case History

Part ordered for customer vehicle has been placed into the UPER status

Dealer Name :

Dealer Contact name :

Dealer Phone :

Part No# :

Order No# :

Order Qty# : 1

Dealer Comment : CAR DOWN

Please Update Customer with the status of the vehicle and part ordered

*** Assigned to WIPBin Inbox of on

*** Phone - Call - Outbound commitment created on with Commitment Date and created by ***

Wtr checked

1. Part No# :

Order No# :

ETA None at this time

*** Phone - Call - Outbound commitment created on with Commitment Date and created by ***

*** Phone - Call - Outbound commitment fulfilled on with Commitment Date closed by ***

Wtr called customer

1. Introduced self

2. Advised contacting customer in regards to recent vehicle concern

3. Advised resources are involved to get the parts shipped to the dealership as quickly as possible

4. Offered case # and contact info

Customer states

1. I'm driving and can't take it down right now

1. We can look it up by phone #

2. Advised writer will follow up accordingly

3. Requested callback if additional assistance is needed

Customer states

1. Thank you so much for the update

*** Phone - Call - Outbound commitment fulfilled on with Commitment Date closed by ***

Customer Name:

Customer phone #:

Customer address:

VIN:

MY and Mileage:

Most recent RO#:

Open date:

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
					Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Case Type Lvl2: Quality

Case Type Lvl4: Engine Warning Light

Days Down at initial Service Alert report (if applicable):

Most recent Repair Issue and Diagnosis: ; TL APPROVED ENGINE REPLACE

Customer states CEL ON

Dealer states NEED TO REPLACE ENGINE

Able to Duplicate (Y or N): Y

Repeat Repair (Y/N), if so, how many times?: N

Repair History of current concern with dates and mileage:

ETA for completion of repairs (if applicable): NONE AT THIS TIME

Parts on order (Y/N), if so obtain part#, order#: R ;

Techline Case (if applicable):

Rental / Loaner Provided? If so, since when?: Y ;

Dealer contacted (if needed): N

Vehicle repaired?: N

Customer has possession?: N

Dealer Code/Selling Dealer (Y or N): / Y

Original Owner (Y or N): Y

What is current Customer Request (if needed): Unknown

If HEV vehicle, is dealer HEV certified (if needed): N/A

*** Phone - Call - Outbound created on and created by ***

Wtr called customer

Wtr states

1. Introduced self

2. Advised escalating to next level of leadership to get the engine sent out as quickly as possible - no ETA at this time

3. Advised has 3 days to review case notes

4. Advised will be following up as needed

5. Provided case # and contact info

Customer states

1. Thank you

*** Note - Others created on and created by ***

*** CALL TO ACTION ***

UPER

Forwarding to

1. Customer vehicle down awaiting UPER part

2. Part number- Order number-

3. Please release part if possible

*** = ***

Dispatched from = to by

Reason:

*** Pacific Time (&) ***

Accepted, from = to Default

*** Email - Internal Email Received created on Pacific Time (&) and created by ***

verified with the current ETA for PART NUMBER: R is Mid to

Dispatching to SO ECR for further case handling.

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
				Dealer:		
Case Type Lvl1: Complaint		Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys				
Case Type Lvl2: Quality		Case Type Lvl4: Engine Warning Light				

<For Internal Use Only

If customer's situation escalates, please reach out to Mobis and provide background for improved ETA.

>

*** () Pacific Time (&) ***

Dispatched from = to by
Reason:

*** () ***

Accepted from to default-1 by

*** () ***

Assigned to Default of by
Reason:

*** () ***

Case moved into Default and Sub Status of Assigned

*** Phone - Call - Outbound created on () and created by

wrt called customer and stated

- 1 this is
 - 2 wanted to introduce myself to you
 - 3 your case sent to our consumer affairs escalation dept.
 - 4 due to the fact you are waiting on a BO engine.
 - 5 we will call you periodically to give you an update
 - 6 currently eta is mid to
- cust states
- 1 no problem. I am in a rental.
 - 2 I am fine. Thank you for the call.

*** () ***

Dispatched from = to Queue by
Reason:

*** () ***

Accepted from Queue EC to SA/TL by

*** () ***

Dispatched from SA/TL to Queue by

*** () Eastern Time (&) ***

Accepted from Queue to NEW b

*** Phone - Call - Inbound commitment created on Eastern Time (&) with
Commitment Date and created by
ECR Follow up on engine backorder

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>

Dealer: [REDACTED]

Case Type Lvl1: Complaint

Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Case Type Lvl2: Quality

Case Type Lvl4: Engine Warning Light

*** Phone - Call - Inbound commitment fulfilled on [REDACTED] Eastern Time ([REDACTED] & [REDACTED]) with Commitment Date [REDACTED] closed by [REDACTED] - ***

*** [REDACTED] ([REDACTED] Eastern Time ([REDACTED] & [REDACTED])) ***
Case moved into [REDACTED] 1 [REDACTED] TUE and Sub Status of Working

*** Phone - Call - Inbound commitment created on [REDACTED] ([REDACTED] Eastern Time ([REDACTED] & [REDACTED])) with Commitment Date [REDACTED] and created by [REDACTED] - ***
No ETA in [REDACTED]

*** Phone - Call - Inbound created on [REDACTED] Eastern Time ([REDACTED] & [REDACTED]) and created by [REDACTED] - ***

Writer contacted customer left VM

1. Hello this is [REDACTED] with the [REDACTED]
 2. Advised current No eta on part
- Customer states
1. Ok Thank you for following-up
 2. As long as I have the rental I am good
 3. Thank you

*** [REDACTED] ([REDACTED] Eastern Time ([REDACTED] & [REDACTED])) ***
Case moved into [REDACTED] 2 [REDACTED] D and Sub Status of Working

*** [REDACTED] ([REDACTED] Eastern Time ([REDACTED] & [REDACTED])) ***
Dispatched from [REDACTED] LITE INBOX to [REDACTED] queue by [REDACTED]

*** [REDACTED] Eastern Time ([REDACTED] & [REDACTED])) ***
Accepted from [REDACTED] queue to [REDACTED] by [REDACTED]

*** Phone - Call - Inbound commitment fulfilled on [REDACTED] Eastern Time ([REDACTED] & [REDACTED]) with Commitment Date [REDACTED] closed by [REDACTED] - ***

*** [REDACTED] ([REDACTED] Eastern Time ([REDACTED] & [REDACTED])) ***
Dispatched from [REDACTED] to [REDACTED] by [REDACTED]

*** [REDACTED] ([REDACTED] Eastern Time ([REDACTED] & [REDACTED])) ***
Accepted from [REDACTED] to [REDACTED] Default by [REDACTED]

*** [REDACTED] ([REDACTED] Eastern Time ([REDACTED] & [REDACTED])) ***
Dispatched from [REDACTED] Default to [REDACTED] by [REDACTED]

*** [REDACTED] ([REDACTED] Eastern Time ([REDACTED] & [REDACTED])) ***
Accepted from [REDACTED] to [REDACTED] Default by [REDACTED]

*** Note - Others commitment created on [REDACTED] with Commitment Date [REDACTED] and created by [REDACTED] - ***
Check [REDACTED], give customer any new updates

*** Note - Others commitment fulfilled on [REDACTED] with Commitment Date [REDACTED] closed by [REDACTED] - ***
Per [REDACTED], part no longer B/O, call customer

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
					Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Case Type Lvl2: Quality

Case Type Lvl4: Engine Warning Light

*** Phone - Call - Outbound created on [REDACTED] and created by [REDACTED] ***

Writer Called Dealer [REDACTED] and Spoke to [REDACTED] Dept

1. Calling to check the status of a vehicle repair
2. Provided RO#

Srv Adv/Mgr Kirk States

1. The vehicle is done and gone on [REDACTED]
2. Correction: We replaced engine under warranty

Thank you

Disconnected call

*** Phone - Call - Outbound created on [REDACTED] and created by [REDACTED] ***

Writer Contacted Customer @ [REDACTED] and Left a VM:

1. Introduced myself
2. This is a status call to see how the vehicle is performing after the dealer visit?

Customer states:

1. Veh caught fire
2. Almost killed my husband
3. Absolutely horrible
4. Everything is not fine
5. The dealership was nice was nice
6. Gave us [REDACTED] off a new veh
7. Insurance with gap had to pay the rest of my loan off
8. My husbands arm was burnt
9. Lost his work equipment
10. The dealership didn't give us anything for the inconvenience

Writer states:

1. Apologized

Customer states:

1. This car was my daughters car
2. Thank god my husband volunteered to test drive it before we let her drive it again
3. If my daughter would have been driving the veh when this happened
4. I would have went straight to a lawyer
5. [REDACTED] worth of work for my husband is gone because his laptop burned
6. Its very scary to be driving 75 and [REDACTED] on the highway, have your veh catch fire and try to find a safe way to pull over as quickly as possible to get out of the veh!

Writer states:

1. Apologized

Customer states:

1. I wont ever buy another [REDACTED]!
2. After this happened i started doing research
3. It seems like [REDACTED] has the worse vehs
4. I read about a person being locked in their veh and having to bust the window just to get out
5. I read [REDACTED] catching fire
6. This was just the worse experience

1. Apologized
2. There is no amount to put on the pain and suffering you and your family suffered
3. What would be something or an amount that you would be happy with

1. Can i discuss this with my husband?

1. Of course you can
2. I will be reviewing the case with a supervisor
3. I will call you back [REDACTED] to see if we can start coming up with some type of resolution

1. Yes thank you
2. I will be looking for a call

Thank you
Disconnected call.

*** Note - Others commitment created on [REDACTED] with Commitment Date [REDACTED] and created by [REDACTED] ***
discuss goodwill

*** Phone - Call - Outbound commitment fulfilled on [REDACTED] with Commitment Date [REDACTED] closed by [REDACTED] ***

Writer called customer, did fire interview, customer said she had already done a fire interview with another [REDACTED] agent who said they would escalate it. customer not sure what type of compensation can be offered since her husband almost died and there wasn't any warning. escalating to national

*** Note - Others created on [REDACTED] and created by [REDACTED] ***
 Dispatching to [REDACTED]
 Customer alleging vehicle caught fire

*** [REDACTED] ***
 Dispatched from [REDACTED] = Working to Queue [REDACTED] by [REDACTED]
 Reason:

*** [REDACTED] ([REDACTED]) Pacific Time ([REDACTED] & [REDACTED]) ***
Accepted, from Queue = [REDACTED] to [REDACTED] Inbox/Need To Call

*** [REDACTED] ([REDACTED]) Pacific Time ([REDACTED] & [REDACTED]) ***
Assigned to [REDACTED] 1. Intro Calls of [REDACTED] by [REDACTED]
Reason: [REDACTED]

*** [REDACTED] ([REDACTED]) Pacific Time ([REDACTED] & [REDACTED]) ***
Assigned to [REDACTED] of [REDACTED] by [REDACTED]
Reason: Duplicate case of [REDACTED]

Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Case Type Lvl4: Engine Warning Light

*** [REDACTED] ([REDACTED]) Pacific Time ([REDACTED] & [REDACTED]) ***
Case moved into [REDACTED] and Sub Status of Assigned

*** Phone - Call - Inbound created on [REDACTED] and created by [REDACTED] ***

1. Calling to follow up on my case
2. Provided case #
3. [REDACTED] I was told that my case would be escalated to the National office and I would receive a call back shortly
4. My vehicle recently caught on fire and almost killed my husband
5. I have yet to receive any call backs from [REDACTED]
6. I would like to please speak with my escalated manager about my case

1. Apologized
2. Informed CSR is still working the case
3. Can attempt to contact CSR
4. Would you mind if I place you on a brief hold?

1. No, I do not mind holding
2. Thank you

****placed cust on hold

*****Writer called [REDACTED] and LVM for CSR [REDACTED]

1. Advised of customer's request for a call back;
2. Provided case # and contact info

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*****writer connects back with cust
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1. Apologized
2. Advised CSR is currently away from desk

*****call dropped with customer on the line

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
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Dealer: [REDACTED]

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Case Type Lvl4: Engine Warning Light

*** Phone - Call - Inbound created on [REDACTED] and created by [REDACTED] ***

Customer States:

1. Requesting to speak with escalated national office about the vehicle caught on fire.
2. Customer understood the information, explaining that it has been [REDACTED] weeks to get any information about the resolution.

Writer States:

1. Pulled up information about case through telephone number.
2. Reviewed the notations from previous representative stating that an email was sent to the national office and that a case manager will be getting in touch with you about the matter.

*** [REDACTED] ([REDACTED] Pacific Time ([REDACTED] & [REDACTED]) ***

Assigned to [REDACTED] Inbox/Need To Call of [REDACTED] by [REDACTED]

Reason: Duplicate case, please see [REDACTED]. Customer was advised of subrogation process, customer was then promised f/u by [REDACTED] possible assistance.

*** [REDACTED] ([REDACTED] Pacific Time ([REDACTED] & [REDACTED]) ***

Assigned to [REDACTED] 1. Intro Calls of [REDACTED] by [REDACTED]

Reason:

*** [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) ***

Case moved into [REDACTED] Inbox/Need To Call and Sub Status of Working

*** Phone - Call - Outbound created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED] ***

wtr spoke with Ms. [REDACTED]

1. customer advised they have performed C&O and determined to be manufacturing concern
2. customer advised she is waiting on insurance to send her the report and will forward it to wtr
3. [REDACTED] -- [REDACTED] claim [REDACTED]
4. customer advised insurance has paid off the loan and customer had a [REDACTED] deductible
5. customer also advised she has some other out of pocket expenses that insurance did not cover
6. wtr advised would reach out to [REDACTED] to obtain a copy of the C&O as they have not subrogated as of yet
7. wtr advised will contact customer back after speaking with insurance

*** Phone - Call - Outbound created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED] ***

wtr spoke with [REDACTED]

1. they have not performed a C&O as of yet
2. she will be passing along the file to the subrogation dept for review
3. subrogation dept will be reaching out to customer as well once case is assigned to that team
4. [REDACTED] does not know specific time from for subrogation dept to reach out to customer.

*** Phone - Call - Outbound created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED] ***

wtr spoke with Ms. [REDACTED] and stated:

1. I was able to speak with [REDACTED] the insurance company
2. she advised that they have not performed a C&O and she will be transferring the claim to the subro dept for review

ms. [REDACTED] stated:

1. that's in correct
2. somebody other then [REDACTED] told me about that but I don't have her info as its at home

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
					Dealer:	

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
Case Type Lvl4: Engine Warning Light

3. can you send me an email and I will respond with who you need to speak with at the insurance

stated:

1. not a problem I will send a quick email now

*** Email - External Email Sent created on (&) and created by Ms. ***

Thank you for speaking with me over the ph. Can you please provide the contact and ph number at who I could speak with in reference to the cause and origin report/inspection. If you have any questions in the meantime, please let me know.

Thank you,

*** (&) ***
Case moved into WIPBin Pending Review and Sub Status of Working

*** Ph - Call - created on (&) and created by
from insurance left voicemail for to call back....

*** Ph - Call - created on (&) and created by
left voicemail for at call back.

*** Ph - Call - created on (&) and created by
wtr spoke with at insurance
1. she no longer is handling the claim
2. new handler is

left voicemail for at call back.

*** Ph - Call - created on (&) and created by
from insurance called
1. she does not believe a C&O has been performed
2. she will research and call back.

*** Email - External Email Received created on (&) and created by

I spoke with our fire/theft adjuster and will not be doing a cause and origin report on this claim. I have placed a hold the vehicle with so if wants to inspect and do their own report they can. Please contact me so I can get it set up for every to meet to inspect. I attached copies of the scene photos and our photos of the vehicle.

Thanks,

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
				Dealer:		

Case Type Lvl1: Complaint
 Case Type Lvl2: Quality
 Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys
 Case Type Lvl4: Engine Warning Light

Pru Litigation Adjuster

P: [REDACTED]
F: [REDACTED]
E: [REDACTED]

*** [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) ***

Closed by [REDACTED] with Resolution Code : Information Given

[Resolution Summary]

wtr reviewed with [REDACTED] O and [REDACTED] closing case pending further contact

*** [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) ***

Reopened by [REDACTED] with Sub Status of Working

*** Email - External Email Received created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED] ***

Please advise updated status on our subrogation claim.

Thanks,

Pru Litigation Adjuster

P: [REDACTED]
F: [REDACTED]
E: [REDACTED]

*** Email - External Email Sent created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED] ***

I do apologize but [REDACTED] will not be inspect the vehicle at this time.

Thank you,

*** [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) ***

Case moved into WIPBin Inbox/Need To Call and Sub Status of Working

*** [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) ***

Closed by [REDACTED] with Resolution Code : Information Given

[Resolution Summary]

wtr reviewed with [REDACTED] O and [REDACTED] closing case pending further contact

*** [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) ***

Reopened by [REDACTED] with Sub Status of Working

*** Email - External Email Received created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED] ***

Consumer Affairs

of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Eng/Exhaust/Battery/Fuel Sys

Case Type Lvl4: Engine Warning Light

I understand that not be inspecting the vehicle at this time. When will you be completing your investigation and when will payment be made for our subrogation demand?

*** Email - External Email Sent created on (&) and created by ***

I apologize as it doesn't appear we received the subrogation packet and demand. Can you please forward it to myself? Once, received, we will review.

Thank you,

*** Pacific Time (&) ***
Case moved into WIPBin Inbox/Need To Call and Sub Status of Working

*** Pacific Time (&) ***
Closed by with Resolution Code : Information Given
[Resolution Summary]
wtr closing case pending further contact from insurance company

Last name	First name	VIN of	2	SOUL	Case Number
					5
					Dealer:

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Product Liability

Case Type Lvl4: Fire/Explosion

Case History

*** NOTES [REDACTED] US Mountain Standard Time BHild [REDACTED] Action Type:Dealer contact
 Dispatching for:
 1. Customer alleges vehicle caught on fire while parked on side of the road
 2. Dispatching for further review and follow up

*** PHONE LOG [REDACTED] US Mountain Standard Time BHilderbrand
 Executive Assistant [REDACTED] with [REDACTED] called and alleges:
 1. Vehicle caught on fire while parked on side of the road
 2. I would like to call and start a report

Writer States:
 1. Took scripting
 2. Gave case number
 3. Advised case being sent to NCA for further assistance

[REDACTED] alleges:
 1. Thanked and call ended

*** PHONE LOG [REDACTED] Time [REDACTED] Action Type:Ltr/[REDACTED] fax sent
 From: [REDACTED]
 Sent: [REDACTED]
 To: [REDACTED]
 Subject: [REDACTED] Soul-[REDACTED]

Hi, [REDACTED]!

I hope all is well.

I wanted to reach out to you in reference to the vehicle in subject. Do you have pictures and a copy of the fire and/or police report? Also, do you know where the vehicle was parked at the time of the incident?

Thank you,

*** PHONE LOG [REDACTED] Time [REDACTED] Action Type:Ltr/[REDACTED] fax rec'd
 From: [REDACTED] [mailto:[REDACTED]]
 Sent: [REDACTED]
 To: [REDACTED]
 Cc: [REDACTED]
 Subject: [REDACTED] Soul-ehi [REDACTED]

This is what I have so far...

- 1) pictures - attached
- 2) fire/police report - there is a police report, but we don't know [REDACTED] did it; our local people are trying to track it down
- 3) incident location: a side road off "Alligator Alley" in I75 in FL is all we know; trying to track down a tow bill for a more accurate address.

Last name	First name	VIN of	SOUL	Case Number
				5

Dealer:

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

Executive Assistant Corporate Service Operations Dept. Corporate Warranty & Maintenance Dept.

<mailto: >

direct fax

*** PHONE LOG Pacific Daylight Time Action Type:Ltr/ fax rec'd

From:

Sent:

To:

Subject: RE:

If any other docs become available, please let me know. I will be reviewing this.

*** PHONE LOG Pacific Daylight Time Action Type:Ltr/ fax sent

From:

Sent:

To:

Subject: RE:

Do you know how long the renter had possession of the vehicle? Also, how long was he pulled over?

Thank you,

*** PHONE LOG Time Action Type:Ltr/ fax rec'd

From:

Sent:

To:

Cc:

Subject: RE:

The vehicle caught fire the same day it was rented: 1-21-15.

The renter pulled over long enough to use the restroom so I would assume minimal time away from the car. Have requested permission from the renter to release his phone number so you can ask the more detailed questions directly to him.

*** PHONE LOG Daylight Time Action Type:Ltr/ fax sent

From:

Sent:

To:

Last name	First name	VIN of	2	SOUL	Case Number
					5

Dealer:

Case Type Lvl1: Complaint Case Type Lvl3: Product Liability
Case Type Lvl2: Quality Case Type Lvl4: Fire/Explosion

Subject: RE:

Hi, !

I just wanted to follow up on this. Please let me know if you have an update.

Thank you,

*** PHONE LOG Pacific Daylight Time Action Type:Ltr/email/fax rec'd

From: [mailto:](#)
Sent:
To:
Cc:
Subject: RE:

Still waiting for the police report, tow invoice (which would have the incident location details listed) and okay from our to release the renter's .

Executive Assistant Corporate Service Operations Dept. Corporate Warranty & Maintenance Dept.
<[mailto:](#)>
direct fax

*** PHONE LOG Pacific Daylight Time Action Type:Ltr/email/fax sent

From:
Sent:
To:
Subject: RE:

What is the current location of this vehicle?

Thank you,

*** PHONE LOG Pacific Daylight Time Action Type:Ltr/email/fax sent

From:
Sent:
To:
Subject: FW:

Please disregard my previous email. I see that the vehicle is at in . Can you please contact

Last name	First name	VIN of	2	SOUL	Case Number
					5

Dealer:

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

and authorize that [redacted] inspect this vehicle? We will be sending an engineer to inspect, but I need to make sure [redacted] has permission to inspect before I can schedule it.

Thank you,

*** PHONE LOG [redacted] Pacific Daylight Time [redacted] Action Type:Ltr/[redacted] fax rec'd
From: [redacted] [mailto:[redacted]]
Sent: [redacted]
To: [redacted]
Cc: [redacted]
Subject: RE: [redacted] Soul-[redacted]

[redacted] gave [redacted] the authorization for [redacted] to view/inspect; [redacted] is okay with any day EXCEPT [redacted] (must be auction day). When a date and time is scheduled, would someone let me know just in case one of our local people want to show up for the inspection. [redacted]

*** PHONE LOG [redacted] Pacific Daylight Time [redacted] Action Type:Outgoing call
[redacted] spoke to [redacted] w/ [redacted]:
1. [redacted] provided lot #:
2. [redacted] stated [redacted] does not have permission to inspect, [redacted] will need something in writing from [redacted].
3. [redacted] thanked and disconnected.

*** PHONE LOG [redacted] Pacific Daylight Time [redacted] Action Type:Ltr/[redacted] fax sent
From: [redacted]
Sent: [redacted]
To: [redacted]
Subject: RE: [redacted] Soul-[redacted]

Thank you for getting back to me so quickly. I just spoke to [redacted] w/ [redacted] and she said [redacted] does not have authorization to inspect yet. They said they will need something in writing from [redacted].

I am trying to schedule this for [redacted], but obviously we need to confirm [redacted] has permission before I set this up.

*** PHONE LOG [redacted] Time [redacted] Action Type:Ltr/[redacted] fax rec'd
From: [redacted] [mailto:[redacted]]
Sent: [redacted]
To: [redacted]
Cc: [redacted]
Subject: RE: [redacted] Soul-[redacted]

It may be easier to have the inspector call [redacted] (cell [redacted]) so choose a date and time that works and then [redacted] can [redacted] fax the written release direct to [redacted]. If you are able to pick a date/time the inspector will be open, you are welcome to call [redacted] yourself. [redacted]

Last name	First name	VIN of	2	SOUL	Case Number
					5
					Dealer:

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call
Wtr attempted to contact at (2x):
1. Call cannot be completed as dialed.

*** PHONE LOG Pacific Daylight Time Action Type:Ltr/email/fax sent
From:
Sent:
To:
Subject: RE: Soul-ehi

Are you sure that is his number? My call won't go through. My engineer will be inspecting , so I really need to make sure we get permission .

Let me know.

Thank you,

*** PHONE LOG Pacific Daylight Time Action Type:Ltr/email/fax rec'd
From: [mailto:]
Sent:
To:
Cc:
Subject: RE: Soul-ehi

That is the correct cell number; I tried it too without success. Sent a priority email requesting he send over the written authorization to and email me when he has done so. I'll let you know when I hear back from him.

*** PHONE LOG Pacific Daylight Time Action Type:Incoming call

1. I just heard back from .
2. He gave me the correct phone #: .
3. Also, he said he doesn't mean to be difficult, but are the only days that don't work because that's auction day.

Wtr:

1. That's right, I remember your email now...
2. I guess we will have to change the date.
3. I will speak to my engineer and get back to you and .
4. Thanked and disconnected.

Last name	First name	VIN of	2	SOUL	Case Number
					5
Dealer:					

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Fire/Explosion

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call
Wtr left VM for requesting c/b.

*** PHONE LOG Action Type:Outgoing call
Wtr:

1. Thanked you for the c/b.
2. I wanted to see if you could contact to give permission to inspect.
3. I know has auction days on , but we are going to try to work with them on this.
4. Otherwise, I don't know when we'll be able to have my engineer back out there and given that he is in the area this week we would like to set this up for

- :
1. It just doesn't work for
 2. Also, there is not much of the car left to inspect, really.
 3. I will talk to my contact and giving permission but I really don't see how the inspection would happen on

- Wtr:
1. I understand, but if you could authorize a , we can go from there.

- :
1. Send me an email so I can keep you in the loop.
 - 2.

- Wtr:
1. I will send you an email now.
 2. Thanked and disconnected.

*** PHONE LOG Action Type:Ltr/email/fax sent

From: ||
Sent:
To: '
Subject: Case #:

Please let me know when you have contacted authorizing s permission to inspect.
Thank you,

*** PHONE LOG Pacific Daylight Time Action Type:Web Contact

From: [mailto:]
Sent:
To: ;
Subject: RE: Case #:
Importance: High

, this email is authorization for a representative from to inspect the above vehicle. They will be

Last name	First name	VIN of	SOUL	Case Number
				5
Dealer:				

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Fire/Explosion

contacting you to set up an appointment, any questions please let me know.

*** PHONE LOG Daylight Time Action Type:Outgoing call

spoke to at :

1. informed that engineer needs to inspect
2. stated inspections cannot take place on because thursdays are auction days.

*** NOTES Daylight Time Action Type:Internal

A Engineer inspected vehicle on
-Engineer did not find any manufacturer's defects.

*** PHONE LOG Daylight Time Action Type:Ltr/email/fax rec'd

From: [mailto:]

Sent:

To:

Cc:

Subject: # - ehi

Happy ! Just checking to see if the file has come back from engineering yet.

Executive Assistant Corporate Service Operations Dept. Corporate Warranty & Maintenance Dept.
[mailto:]
direct fax

*** NOTES Daylight Time Action Type:Internal

1. Initial inspection performed by engineer
2. No evidence of a vehicle defect found
3. Given low mileage, wtr sending release for (Invoice minus incentive)

*** PHONE LOG Daylight Time Action Type:Ltr/email/fax sent

From:

Sent:

To:

Subject: RE: # - ehi

Last name	First name	VIN of	2	SOUL	Number
					5

Dealer:

Type Lvl1: Complaint
Type Lvl2: Quality

Type Lvl3: Product Liability
Type Lvl4: Fire/Explosion

I would like to send you a release for the amount of [REDACTED] minus the incentive [REDACTED]. Please let me know who to make the release out to and what address to include on the check.

Thank you,

*** PHONE LOG [REDACTED] Pacific Daylight Time [REDACTED] Action Type:Incoming call

[REDACTED] h left VM for Wtr:

1. I see the other wtr is out on vacation for another week.
2. My case # is [REDACTED].
3. Wtr had been waiting for a copy of the title and where to send the release to.
4. Should I forward that email to you?

*** PHONE LOG [REDACTED] Action Type:Ltr/email/fax rec'd

From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: [REDACTED] - ehi [REDACTED]

Finally got a copy of the title (attached); release in the name of [REDACTED]. My boss [REDACTED] will be signing all paperwork. The check would come to either my boss' or my attention. [REDACTED]

Attn: [REDACTED] (or [REDACTED]) [REDACTED]

*** PHONE LOG [REDACTED] Time [REDACTED] Action Type:Ltr/email/fax sent

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] - ehi [REDACTED]

I am sorry about the delay in getting this to you, but attached is the release.

Thank you,

*** NOTES [REDACTED] Pacific Daylight Time [REDACTED] Action Type:Internal

TREAD review complete.

*** PHONE LOG [REDACTED] Pacific Daylight Time [REDACTED] Action Type:Ltr/email/fax rec'd

Last name	First name	VIN of	2	SOUL	Case Number
					5
Dealer:					

Case Type Lvl1: Complaint Case Type Lvl3: Product Liability
Case Type Lvl2: Quality Case Type Lvl4: Fire/Explosion

From: [mailto:]
Sent: [mailto:]
To: [mailto:]
Cc: [mailto:]
Subject: RE: [mailto:] - ehi [mailto:]

- Attached is the signed release. s on vacation so I had to get an officer to sign; sorry for the delay, too.

*** PHONE LOG [mailto:] Action Type:Ltr/email/fax rec'd

From: [mailto:]
Sent: [mailto:]
To: [mailto:]
Cc: [mailto:]
Subject: RE: [mailto:] - ehi [mailto:]

- Attached is the signed release. s on vacation so I had to get an officer to sign; sorry for the delay, too.

*** PHONE LOG [mailto:] Pacific Daylight Time [mailto:] Action Type:Ltr/email/fax sent

From: [mailto:]
Sent: [mailto:]
To: [mailto:]
Subject: RE: [mailto:] - ehi [mailto:]

Thank you! I will get it processed right away.

*** PHONE LOG [mailto:] Pacific Daylight Time [mailto:] Action Type:Outgoing call

Wtr submitted GW request:
EAN [mailto:] to be reimbursed [mailto:]

*** PHONE LOG [mailto:] Pacific Daylight Time [mailto:] Action Type:Web Contact

From: [mailto:]
Sent: [mailto:]
To: [mailto:]
Cc: [mailto:]
Subject: [mailto:] - ehi [mailto:]

- Checking in to see how things are progressing. is ou [mailto:] so I have to give an update on every open file I'm workingL [mailto:]

*** PHONE LOG [mailto:] Pacific Daylight Time [mailto:] Action Type:Ltr/email/fax sent

From: [mailto:]

of

Last name	First name	VIN of	SOUL	Case Number
				5
				Dealer:

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Fire/Explosion

Sent:
To: '
Subject: RE:

The check request is being processed. I will see if there's any word on how long until I receive the check. I do have a question: was the vehicle scrapped?

Thank you,

*** PHONE LOG Daylight Time Action Type:Ltr/email/fax rec'd
From: [mailto:
Sent:
To: ||
Cc:
Subject: RE:

No, the vehicle is still sitting and I have the salvage title (certificate of destruction). Let me know if you need a copy.

*** NOTES Daylight Time Action Type:Internal
Wtr submitted VRS:

*** PHONE LOG Daylight Time Action Type:Ltr/email/fax sent
From: ||
Sent:
To:
Subject: RE:

Yes, can you please send me a copy in case they ask for it?

*** PHONE LOG Daylight Time Action Type:Ltr/email/fax rec'd
From: [mailto:
Sent:
To: ||
Cc:
Subject: RE:

You can pick up; I emailed who gives the okay to release so you should be set.

Last name	First name	VIN of	SOUL	Case Number
				5

Dealer:

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Fire/Explosion

*** NOTES Time Action Type:Internal

Wtr sent check via

*** PHONE LOG

Time Action Type:Ltr/email/fax rec'd

From:

Sent:

To:

Subject: RE: - ehi

Good news. I received the check and sent it out via Tracking #:

Thank you so much for your patience!

*** CASE CLOS

No further action required.

*** PHONE LOG

Time Action Type:Incoming call

h left VM:

1. I got the check -thank you.
2. I just don't know where to overnight the title to you or is it going to someone else.
3. Please c/b or email.

*** PHONE LOG

Time Action Type:Ltr/email/fax sent

From:

Sent:

To:

Subject: RE: - ehi

I got your voice message. You can go ahead and send it to the address listed in my signature and to my attn. Thank you!

*** PHONE LOG

Time Action Type:Ltr/email/fax rec'd

From:

Sent:

To:

Cc:

Subject: RE: - ehi

Going out tracking

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					5

Des

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Product Liability

Case Type Lvl4: Fire/Explosion

*** PHONE LOG Pacific Daylight Time Action Type:Ltr/ fax rec'd
Wtr received title via .

*** PHONE LOG Pacific Daylight Time Action Type:Ltr/ fax sent
From: II
Sent:
To:
Subject: RE: - ehi

I received the title. Thank you!

*** CASE CLOSE
No further action required.

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
					Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Product Liability

Case Type Lvl4: Fire/Explosion

Case History

*** Phone - Others created on Pacific Time (&) and created by

Customer states:

1. When I purchased the vehicle
2. I can not remember if I have gap insurance

Writer states:

1. Manufacture warranty is all I can see

Customer states:

1. The car caught fire
2. It was part of the pinion recall
3. I am not sure what to do with this
4. I need help

Writer states:

1. Were there injuries
2. I am sorry that happened.
3. Was the incident reported to the police
4. Do you have auto insurance?

Customer states:

1. I only have liability
2. I thought I had gap insurance
3. It was reported to the police because they fire department had to put out the fire.
4. I was driving down the alley and the neighbor's house was melted because of the fire.
5. So I am stressed about that too
6. I have only had the car for

Writer states:

1. I will take the accident report
2. Then forward this to the national office and they will follow up with you regarding your concerns.

Customer states:

1. I would like to give you an email address so they can contact me that way also.

is another good email address to contact me.

Writer states:

1. I will dispatch to the asap
2. They will follow up with you

Customer states:

1. Thank you.

Writer states:

1. Thank you for calling

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
-----------	------------	--------	---	------	-------------	---------

Dealer: [REDACTED]

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

*** CASE DISPATCHED ON [REDACTED] Pacific Time ([REDACTED] & [REDACTED])
from [REDACTED] 1. default to [REDACTED]

*** CASE ACCEPTED ON [REDACTED] Pacific Time ([REDACTED] & [REDACTED])
from [REDACTED] to [REDACTED] Inbox/Need to Call.

*** CASE ASSIGNED ON [REDACTED] Pacific Time ([REDACTED] & [REDACTED])
[REDACTED] to [REDACTED] Default

*** Phone - Call - Inbound created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]
Wtr left VM for customer requesting c/b for further assistance.

*** Email - External Email Sent created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and
created by [REDACTED]
You have been sent a [REDACTED] Assistance Case for your reference and action as may be noted in the Case. If it has
been sent to you in error, please notify the [REDACTED] at [REDACTED] AND delete this email.

The attached Case is the exclusive property of [REDACTED] and is a Confidential And Proprietary document. It is
not To be distributed or disseminated to any third party without the express written consent of [REDACTED]

<<File Attachment:

>>

*** Phone - Call - Inbound created on [REDACTED] ([REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]
Wtr left VM for customer:
1. Calling in reference to veh.
2. Please c/b or email.
3. I will email you if I don't here from you in a [REDACTED]

*** Phone - Advice created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]
SOCIAL MEDIA CONTACT [REDACTED]

CUSTOMER

contact phone number: [REDACTED] after [REDACTED] on weekdays (I work [REDACTED])

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					Dealer:	Savage
	Case Type Lvl1: Complaint			Case Type Lvl3: Product Liability		
	Case Type Lvl2: Quality			Case Type Lvl4: Fire/Explosion		

*** Phone - Advice created on (&) and created by
SOCIAL MEDIA CONTACT

CUSTOMER

Contact email:
nam
SOUL VIN: <javascript:void(0)>
<javascript:void(0)>

*** Phone - Others created on (&) and created by
From:
Sent:
To: '
Subject: Case #:

Ms. Silket,

I have been unable to reach you by phone, so I thought I could email you so we can schedule a time to talk. Please let me know when you would like schedule our phone call.

Thank you,

*** Phone - Others created on (&) and created by
From: [mailto:
Sent:
To:
Subject: Re: Case #:

Hello ,

I am so sorry for being unavailable recently. I work M-F from and have a commute, . Now that I don't have a car it's taken up even more time trying to find rides to and from work . I loved my and I am completely devastated over this.

Are you available in the evening? It appears you are in ? If that's the case, you're behind me so maybe we could work something out? If not, I am always available via email.

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					Dealer:	
	Case Type Lvl1: Complaint			Case Type Lvl3: Product Liability		
	Case Type Lvl2: Quality			Case Type Lvl4: Fire/Explosion		

Thank you,

*** Phone - Others created on Pacific Time (&) and created by

From:

Sent:

To:

Subject: RE: Case #:

I apologize for the delay in my response. I am available from about . Would you like me to call you tomorrow at EST?

Thank you,

*** Phone - Others created on (&) and created by

From:

Sent:

To:

Subject: Re: Case #:

Thank you for getting back to me. I won't be home from work by that time yet. Is there any way you could give me a call closer to ?

*** Phone - Others created on Pacific Time (&) and created by

From:

Sent:

To:

Subject: RE: Case #:

I will call you at . I look forward to speaking to you.

Thank you,

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					Dealer:	
	Case Type Lvl1: Complaint			Case Type Lvl3: Product Liability		
	Case Type Lvl2: Quality			Case Type Lvl4: Fire/Explosion		

*** Phone - Call - Inbound created on Pacific Time (&) and created by
 Wtr left VM for customer requesting c/b.

*** Phone - Others created on Pacific Time (&) and created by
 From: [mailto:]
 Sent:
 To:
 Subject: Re: Case #:

I am so sorry I missed your call last night. This is so frustrating - not your fault. I got stuck at work and because of what happened with my I have no transportation - and my place of employment is from my home :(

I had to make calls and find someone willing to make the drive to my workplace and give me a ride home. It was just so chaotic last night around the time you called. When I finally arrived home it was

I really would like to speak with you - I have no idea what to do in this situation, the dealership has been of no assistance at all - not even a rental car until things are figured out. I don't believe a car should just catch fire as it did. I attached a photo of the car. This is so devastating - are you able to help at all?

*** Phone - Others created on Pacific Time (&) and created by
 From: [mailto:]
 Sent:
 To:
 Subject: Re: Case #:

Good morning,
 Just checking in. Hope to hear back from you .

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					Dealer:	
	Case Type Lvl1: Complaint			Case Type Lvl3: Product Liability		
	Case Type Lvl2: Quality			Case Type Lvl4: Fire/Explosion		

*** Phone - Others created on (&) and created by

From: [mailto:]
 Sent:
 To:
 Subject: Re: Case #:

Hello ,

It seems we're having trouble connecting on a phone call. Can you help me via email?

*** Phone - Others created on (&) and created by

From: [mailto:]
 Sent:
 To:
 Subject: RE: Case #:

Ms. Silket,

I can try to assist via email, as we have most effectively communicated this way. I have a few questions. What is the current status of the vehicle? Have you settled with your insurance company? Also, do you know if your insurance company has inspected the vehicle?

Thank you,

*** Phone - Others created on (Pacific Time (&) and created by

From: [mailto:]
 Sent:
 To:
 Subject: Re: Case #:

Hello,

The insurance company has not inspected the vehicle. Apparently when I switched insurance companies I didn't have comprehensive on my account. I'm not sure how that happened because I thought I had to have that. Regardless, that's why they're not doing much of anything. The car is just sitting somewhere and I can't seem to get any help or information. I had the car . It was a - this should not have happened.

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					Dealer:	
	Case Type Lvl1: Complaint			Case Type Lvl3: Product Liability		
	Case Type Lvl2: Quality			Case Type Lvl4: Fire/Explosion		

*** Phone - Others created on (&) and created by

From:
Sent:
To:
Subject: RE: Case #:

Ms. Silket,

What is the current location of the vehicle? I need an exact address. Also, can you provide me with a copy of your sales contract? I definitely want to see how I can best assist.

Thank you,

*** Phone - Advice created on (&) and created by

SOCIAL MEDIA CONTACT

CUSTOMER

BURST INTO FLAMES! (see photo)

Ohhh, had this for and BAM! engulfed in flames...STILL waiting for
< > to work with me on resolving the issue...

- We are very sorry to hear about this incident and understand your representative has reached out to you to gather more information regarding the vehicle. Please work with her directly. ^SC

*** Phone - Call - Outbound created on (Pacific Time (&) and created by

/ Progressive left VM:

1. We currently have open property features for a veh fire.
2. Please c/b at , cl #:

From: [mailto:]
Sent:
To:
Subject: Re: Case #:

Hello,
I'm getting a police report and a fire report [REDACTED]. I am not sure of the location of the vehicle since it was towed, but I will have that information once I have those reports. I don't have a copy of my sales contract, all of that paperwork was in the vehicle :(

From: [REDACTED]
Sent: [REDACTED]
To: ' [REDACTED] '
Subject: RE: [REDACTED] Case #: [REDACTED]

I will request a copy of the sales contract from the dealership. In the meantime, can you please send over the reports and the location of the vehicle once available?

Thank you,

Wtr spoke to accounting dept. and requested copy of the sales contract.

1. [REDACTED] will fax sales contract [REDACTED]

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					Dealer:	
Case Type Lvl1: Complaint		Case Type Lvl3: Product Liability				
Case Type Lvl2: Quality		Case Type Lvl4: Fire/Explosion				

*** Phone - Others created on (&) and created by

From: [mailto:]
Sent:
To:
Subject: Re: Case #:

Hello ,

I'm sorry it's taken me so long to get back to you. I have the police report. I am waiting for the fire report to be finalized. Last night I had a meeting with the who is doing the inspection. He showed me the photos he took of the car and explained to me what he's found so far. He is taking this inspection extremely seriously and therefore it will be a few until he has the final report to me.

*** Phone - Others created on (&) and created by

From:
Sent:
To: ' '
Subject: RE: Case #:

Ms. Silket,

Thank you for the update. I will be waiting on the police report.

*** Phone - Others created on (&) and created by

A fax has arrived from remote ID ' '.

Transmission Record
Received from remote ID:
Inbound user ID -RIGHTFAX, routing code 0
Result: () Successful Send
Page record: 1 - 2
Elapsed time: on

*** Notes - Dealer Contact created on (&) and

of

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
					Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Fire/Explosion

created by

TREAD review complete.

*** Phone - Others created on (&) and created by

From:

Sent:

To:

Subject: RE: Case #:

Hi,

I just wanted to follow up on the status of the fire report. Is it available yet?

Thank you,

*** Phone - Others created on (&) and created by

From: [mailto:]

Sent:

To:

Subject: RE: Case #:

No I'm still waiting and actually it's become very frustrating for me I have a call in to Fire Marshal thank you for checking in

*** Phone - Others created on (&) and created by

From:

Sent:

To:

Subject: RE: Case #:

I can reach out to him. I am not sure if he will release any information to me though, but I think it's worth a try.

Thank you,

Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

*** Notes - Manager Review created on Pacific Time (&) and created by
from progressive :
1 How did the fire start

Writer states:
1 agent has case
2 Gave name #

*** Phone - Call - Outbound created on Pacific Time (&) and created by
w/Progressive left VM:
1. I just have a of questions about the
2. Please c/b at
3. CI #:

*** Phone - Others created on Pacific Time (&) and created by
From: [mailto:]
Sent:
To:
Subject: Re: Case #:

Hello,

I am beyond frustrated with how long it is taking him to finish the report. I do know that arson has been ruled out, of course. Looks like accidental is being ruled out as well and he's leaning more towards vehicle malfunction. But, of course I need that report so I have the details.

I do apologize for how long this is taking.

*** Phone - Call - Inbound created on (&) and created by
Wtr left VM for w/Progressive requesting c/b or email.

[REDACTED]
[REDACTED] of [REDACTED]
Last name

First name

VIN of [REDACTED] SOUL

Case Number

Mileage

Dealer: [REDACTED] [REDACTED] [REDACTED]

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Product Liability

Case Type Lvl4: Fire/Explosion

*** Phone - Others created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: RE: [REDACTED] Case #: [REDACTED]

Ms. Silket,

I am sorry to hear that. Like I said, I can try reaching out to him. Please send me his information if you would like me to reach out to him.

Thank you,

*** Phone - Call - Outbound created on [REDACTED] ([REDACTED] Pacific Time ([REDACTED] & [REDACTED])) and created by [REDACTED]

[REDACTED] w/ [REDACTED] requesting c/b.

*** Phone - Call - Outbound created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

[REDACTED] from [REDACTED] states:

1. Have been trying to get in touch with [REDACTED]
2. Have left [REDACTED] with no return call
3. Need to speak to someone or a supervisor

Writer advised:

1. Apologized
2. Advised that this office will see if [REDACTED] is available
3. If not would you like to leave another message?

Cust states:

1. Ok, thank you

Transferred to vm for [REDACTED]

*** Phone - Call - Outbound created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

[REDACTED] w/ [REDACTED]:

1. We have a liability investigation.

[REDACTED]
[REDACTED] of [REDACTED]
Last name

First name

VIN of [REDACTED] SOUL

Case Number

Mileage

Dealer: [REDACTED] [REDACTED] [REDACTED]

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Fire/Explosion

2. There was property damage done during this fire.

3. I need to get this resolved.

*** Phone - Call - Inbound created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]

Wtr left VM for [REDACTED]:

1. Requested pictures and copy of report.

2. Provided email address and [REDACTED].

*** Phone - Call - Inbound created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

Wtr left VM for [REDACTED]:

1. Requested pictures and copy of report.

2. Provided email address and [REDACTED].

[!<For Internal Use Only

Please note: outgoing message stated [REDACTED] would be OOO through [REDACTED]>!]

*** Notes - Internal created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

[!<For Internal Use Only

TREAD review completed.>!]

*** CASE ASSIGNED TO [REDACTED] Pacific Time ([REDACTED] & [REDACTED])

[REDACTED] to [REDACTED], WIP Default

*** Phone - Call - Inbound created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

Wtr left VM for [REDACTED]:

1. Wtr will be OOO through [REDACTED].

2. I will f/u with you upon my return.

3. Please reach out to me via email.

4. I know you have some questions and I have some questions too.

5. Provided email address and case #.

6. Thanked and disconnected.

*** Phone - Others created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]

[REDACTED] of [REDACTED]

Last name	First name	VIN of	Case Number	Mileage
-----------	------------	--------	-------------	---------

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
			Dealer:	Savage

Case Type Lvl1: Complaint	Case Type Lvl3: Product Liability
Case Type Lvl2: Quality	Case Type Lvl4: Fire/Explosion

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: [REDACTED] Case #: [REDACTED]

Hi there,

From what he said, he needs to find a schematic (blueprint if you will) of the [REDACTED] [REDACTED] so he can see where all the parts are supposed to be and compare that to the damage my car sustained. He hasn't been able to find anything like this online at all. However, the last time I asked him for an update he got back to me with a message that said: "I'm still working on it. I got lucky, [REDACTED] of our fire members has the same year same year/color [REDACTED] as yours so I can use that to view and compare."

I haven't head anything since :/

[REDACTED]

*** Ph [REDACTED] - Call - Inbound created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and craeted by [REDACTED]
Wtr left VM for [REDACTED] requesting c/b.

*** Ph [REDACTED] - Others created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and craeted by [REDACTED]
[REDACTED] w/Progressive left VM requesting c/b.

*** Ph [REDACTED] - Call - Inbound created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and craeted by [REDACTED]
Wtr left VM for [REDACTED] requesting c/b.

[!<For Internal Use Only
Agent OOO through [REDACTED]>!]

*** Ph [REDACTED] - Others created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and craeted by [REDACTED]
From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Reference # [REDACTED], Progressive Claim: [REDACTED]

[REDACTED]

[REDACTED]
[REDACTED] of [REDACTED]

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer:				[REDACTED]	[REDACTED]

[REDACTED] Case Type Lvl1: Complaint
[REDACTED] Case Type Lvl2: Quality
[REDACTED] Case Type Lvl3: Product Liability
[REDACTED] Case Type Lvl4: Fire/Explosion

Can you please provide me an update on the fire claim for Ms. [REDACTED]'s [REDACTED] [REDACTED]? If the vehicle has not been inspected yet can you please let me know when and where it will be inspected?

Thank you,

[REDACTED]
Claims Representative

[REDACTED]
Hours: [REDACTED]
[REDACTED] (direct)
Fax: [REDACTED]

*** Ph [REDACTED] - Others created on [REDACTED] ([REDACTED] & [REDACTED]) and craeted by [REDACTED]
From: [REDACTED]
Sent: [REDACTED]
To: "[REDACTED]"
Subject: RE: Reference # [REDACTED], Progressive Claim: [REDACTED]

[REDACTED] has not inspected the vehicle. Has Progressive settled with your insured? The last time I spoke to Ms [REDACTED], she was going to be sending over a copy of the fire report. Do you have [REDACTED] available. I never received once from Ms [REDACTED].

Thank you,

*** Ph [REDACTED] - Others created on [REDACTED] ([REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and craeted by [REDACTED]
From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Reference # [REDACTED], Progressive Claim: [REDACTED]

[REDACTED] of [REDACTED]

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>Case Number</u>	<u>Mileage</u>
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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer:			[REDACTED]	[REDACTED]

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Product Liability

Case Type Lvl4: Fire/Explosion

Unfortunately Miss [REDACTED] had liability only coverage at the time of the fire. We are currently in the subrogation process for the damages done to property that next to the fire.

I have been unable to reach our insured to obtain more information about the loss.

Do you have the current location of the [REDACTED]? Is there an expected date that [REDACTED] will be looking at the [REDACTED]?

Thank you,

[REDACTED]
Claims Representative

Hours: [REDACTED]
[REDACTED] (direct)
Fax: [REDACTED]

*** Phone - Others created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Reference # [REDACTED], Progressive Claim: [REDACTED]

[REDACTED]
I am not sure about the current location of the vehicle.

Can you send me more information on the property damage? I haven't received any information, nor was I aware that there was property damage.

Once I have that information, I will review the case and let you know about an inspection.

Thank you,

*** Phone - Others created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED]

Consumer Affairs

of

Last name

First name

VIN of SOUL

Case Number

Mileage

Dealer:

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Fire/Explosion

Subject: PROGRESSIVE CLAIM Ref

Good Afternoon,

I wanted to contact you to let you know that I am the new file owner that has taken over our claim and your file. I did speak to so I am familiar w. the claim and the next steps in the process. Please contact me with any other questions or concerns you may have.

Thank you,

Claims Representative

Phone

Fax

y -

"All correspondence [including any e-mail] we receive from you may become part of your claim's file."

*** Phone - Others created on (&) and created by

From:

Sent:

To:

Subject: RE: PROGRESSIVE CLAIM Ref

Thank you for the update. I was waiting on some more information on the property damage from. Can you send me any/all info you may have on that?

Thank you,

*** Phone - Others created on (&) and created by

From:

[mailto: >]

Sent:

To:

Subject: RE: PROGRESSIVE CLAIM Ref

Good Afternoon,

At this moment I only have the information for the truck. We were not provided the subro for the house at this point.

Thank you,

[REDACTED]
[REDACTED] of [REDACTED]
Last name First name VIN of 2 [REDACTED] SOUL Case Number Mileage
[REDACTED]
[REDACTED] Dealer: [REDACTED]
Case Type Lvl1: Complaint Case Type Lvl3: Product Liability
Case Type Lvl2: Quality Case Type Lvl4: Fire/Explosion

[REDACTED]
Claims Representative
[REDACTED]
Phone [REDACTED] Fax [REDACTED]
[REDACTED] y - [REDACTED]

*** Phone - Others created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: PROGRESSIVE CLAIM [REDACTED]

[REDACTED]
Please send me what you have thus far.

Thank you,

*** Phone - Others created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: PROGRESSIVE CLAIM [REDACTED]

[REDACTED]
Please confirm you received my email below:

*** Phone - Others created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: PROGRESSIVE CLAIM [REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED] of [REDACTED]

Last name	First name	VIN of	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
			Dealer:	[REDACTED]

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

I faxed you a copy of the police report for the incident. I called Force 1 towing and the [REDACTED] is located at their storage yard. Their address is [REDACTED] and their phone is [REDACTED]. Will you be setting an inspection to look at the vehicle?

Thank you,

[REDACTED]
Claims Representative
[REDACTED]
Phone [REDACTED] || Fax [REDACTED]
[REDACTED] y - [REDACTED]

*** Phone - Others created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]
From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: PROGRESSIVE CLAIM [REDACTED]

[REDACTED]

When did you fax the report?

I will be reviewing this with my engineers.

*** Phone - Others created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]
From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED]
Subject: FW: PROGRESSIVE CLAIM [REDACTED]

I just wanted to confirm that you did receive the police report.

Thanks,

[REDACTED]
Claims Representative
[REDACTED]
Phone [REDACTED] || Fax [REDACTED]
[REDACTED] y - [REDACTED]

"All correspondence [including any e-mail] we receive from you may become part of your claim's file."

Mileage

Case Type Lvl4: Fire/Explosion

Subject: RE: PROGRESSIVE

_____y -

Elapsed time: ██████████ on

Subject: RE: PROGRESSIVE

I received the report. Thank you. I also need (and have been requesting) pictures of the property damage. Do you have any?

[REDACTED] of [REDACTED]

Last name	First name	VIN of	SOUL	Case Number	Mileage
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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dealer:			[REDACTED]	[REDACTED]	[REDACTED]

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

*** [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: PROGRESSIVE CLAIM [REDACTED] [REDACTED] [REDACTED]

[REDACTED],

I only have pictures of the truck. I do not have pictures of the house.

If you need them please let me know,

[REDACTED]
Claims Representative

Phone [REDACTED] || Fax [REDACTED]
[REDACTED] y - [REDACTED]

*** Phone - Others created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: PROGRESSIVE CLAIM [REDACTED] [REDACTED] [REDACTED]

[REDACTED],

Yes, please send me pictures of the truck.

*** Phone - Others created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: PROGRESSIVE CLAIM [REDACTED] [REDACTED] [REDACTED]

I just faxed them to you.

Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	
Case Type Lvl1: Complaint		Case Type Lvl3: Product Liability			
Case Type Lvl2: Quality		Case Type Lvl4: Fire/Explosion			

Please let me know if you don't receive them.

Thank you,

*** Phone - Others created on (&) and craeted by

From: [redacted]
 Sent: [redacted]
 To: [redacted]
 Subject: RE: PROGRESSIVE [redacted] Ref [redacted]

I don't see that they came through, but regardless, the fax here is black and white so you will have to mail them or email them. My info is listed below.

Thank you,

*** Phone - Others created on (&) and craeted by

From: [redacted] [mailto:[redacted]]
 Sent: [redacted]
 To: [redacted]
 Subject: FW: [redacted]

This is the information for the house that was provided to me by Allstate.

Thank you,

Claims Representative

Phone [redacted] || Fax [redacted]

y - [redacted]

*** Phone - Others created on (&) and craeted by

From: [redacted]
 Sent: [redacted]

[REDACTED]
[REDACTED] of [REDACTED]
[REDACTED]
Last name

First name

VIN of 2 [REDACTED] SOUL

Case Number

Mileage

Dealer: [REDACTED] [REDACTED] [REDACTED]

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Fire/Explosion

To: '[REDACTED]

Subject: RE: [REDACTED]

[REDACTED],

Thank you. I have received the docs and will follow up with you accordingly.

*** Phone - Others created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED]

Sent: [REDACTED]

To: '[REDACTED]

Subject: RE: [REDACTED]

[REDACTED],

Can you provide me with the location of the vehicle? [REDACTED] would like to inspect.

Thank you,

*** Phone - Others created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: RE: [REDACTED]

[REDACTED],

It is located at [REDACTED] Towing:

[REDACTED]
[REDACTED]

Thanks,

*** Phone - Others created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED]

Last name	First name	VIN of	SOUL	Case Number	Mileage
			Dealer:		
Case Type Lvl1: Complaint		Case Type Lvl3: Product Liability			
Case Type Lvl2: Quality		Case Type Lvl4: Fire/Explosion			

Sent: [REDACTED]
 To: [REDACTED]
 Subject: RE: [REDACTED]

Thank you. Does [REDACTED] have permission to inspect? Also, will this be a joint inspection?

Thank you,

*** Phone - Others created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
 Sent: [REDACTED]
 To: [REDACTED]
 Subject: RE: [REDACTED]

I am not sure I understand the question. The insured does not have collision on their policy so we will not be doing an inspection on the vehicle.

Thanks,

Claims Representative

Phone [REDACTED] || Fax [REDACTED]
 [REDACTED] y - [REDACTED]

*** Phone - Others created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED]
 Sent: [REDACTED]
 To: [REDACTED]
 Subject: RE: [REDACTED]

My apologies. I thought Progressive would be sending someone to be present during the inspection. Does [REDACTED] have permission to inspect? Once [REDACTED] has permission to inspect, we will schedule a date for the inspection.

Thank you,

[REDACTED] of [REDACTED]

Last name	First name	VIN of [REDACTED] SOUL	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
		[REDACTED]	Dealer:	[REDACTED]

[REDACTED] Case Type Lvl1: Complaint [REDACTED] Case Type Lvl3: Product Liability
[REDACTED] Case Type Lvl2: Quality [REDACTED] Case Type Lvl4: Fire/Explosion

*** Phone - Others created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED]

[REDACTED],

Sorry for the delay in my response. Progressive does not own the vehicle so we would not have to give you permission to go look at the vehicle.

Thanks,

[REDACTED]
Claims Representative

Phone [REDACTED] || Fax [REDACTED]

[REDACTED] y - [REDACTED]
"All correspondence [including any e-mail] we receive from you may become part of your claim's file."

*** Phone - Others created on [REDACTED] ([REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED]

[REDACTED],

Then who does [REDACTED] need permission from? I can't send my engineer out to inspect if he won't be allowed access to the vehicle.

Thank you,

*** Phone - Others created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED] [mailto:[REDACTED]]

Last name	First name	VIN of	SOUL	Case Number	Mileage
-----------	------------	--------	------	-------------	---------

Dealer:

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Fire/Explosion

Sent:

To:

Subject: RE:

I do not see any reason why [REDACTED] cannot go out to look at the vehicle. As far as we were made aware, [REDACTED] is the lienholder on the vehicle so they would be the owners.

Please let me know when you do the inspect.

Thanks,

*** Phone - Others created on [REDACTED] ([REDACTED] & [REDACTED]) and created by [REDACTED]

From:

Sent:

To:

Subject: RE:

I will keep you up to date.

Thank you,

*** Phone - Others created on [REDACTED] ([REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

From:

Sent:

To:

Subject: RE:

Good Morning,

Has the inspect been scheduled or done yet?

Thanks,

Claims Representative

Last name	First name	VIN of	SOUL	Case Number	Mileage
-----------	------------	--------	------	-------------	---------

Dealer:

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

Phone
y -

Fax

*** Notes - Internal created on Pacific Time (&) and created by
A requesting permission to inspect from

*** Notes - Internal created on Pacific Time (&) and created by
Per
1. has permission to inspect.
2. Engineer will need to present business card upon arrival.

*** Notes - Internal created on Pacific Time (&) and created by
Wtr pending inspection date from Engineer

*** Phone - Others created on Pacific Time (&) and created by
From: [mailto:]
Sent:
To:
Subject: FW:

Good Morning,

I do not believe I received a response back to the email below. Could you please advise on the status of this claim?

Thank you

Claims Representative

Phone
y -

Fax

"All correspondence [including any e-mail] we receive from you may become part of your claim's file."

[REDACTED]
[REDACTED] of [REDACTED]
Last name

First name

VIN of [REDACTED] SOUL

Case Number

Mileage

Dealer: [REDACTED] [REDACTED] [REDACTED]

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Product Liability

Case Type Lvl4: Fire/Explosion

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: RE: [REDACTED]

[REDACTED]
Has the inspect been scheduled or compleied yet?

Thank you,

[REDACTED]
Claims Representative

Phone [REDACTED]

Fax [REDACTED]

y - [REDACTED]

"All correspondence [including any e-mail] we receive from you may become part of your claim's file."

*** Phone - Others created on [REDACTED] ([REDACTED] & [REDACTED]) and craeted by [REDACTED]

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: RE: [REDACTED], Case #: [REDACTED]

[REDACTED]
We have obtained permission to inspect. I am just waiting on an inspection date from my engineer.

Thank you,

*** Phone - Call - Inbound created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and craeted by [REDACTED]

Wtr spoke to Rep at Force 1 Towing and verified that [REDACTED] Engineer has permission to inspect.

*** Phone - Others created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and craeted by [REDACTED]

Case Type Lvl1: Complaint	Case Type Lvl3: Product Liability
Case Type Lvl2: Quality	Case Type Lvl4: Fire/Explosion

Good Afternoon [REDACTED],
I am following up on the email that was sent to [REDACTED] for the [REDACTED] [REDACTED] soul owned by our insured [REDACTED]. It looks like it was noted in the claim on [REDACTED] that you received permission to inspect the vehicle and were waiting on inspection date. I wanted to see if you have that date scheduled yet? Thank you!

<mailto:[REDACTED]>

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Progressive Claim [REDACTED]

Thank you,

From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Progressive Claim [REDACTED]

If you could please follow up with me since [REDACTED] will be out of the office until the [REDACTED]. Thank you!

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
-----------	------------	--------	---	------	-------------	---------

Dealer:

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

*** Phone - Others created on Pacific Time (&) and created by

From: [mailto:]
Sent:
To:
Subject:

Good Morning,

I just wanted to let you know that I am back from . Once the inspection is complete and a decision has been made you can forward all correspondence to me.

Thank you,

Claims Representative

Phone || Fax

"All correspondence [including any e-mail] we receive from you may become part of your claim's file."

*** Phone - Call - Outbound created on () Pacific Time (&) and created by

left VM requesting c/b.

*** Phone - Others created on Pacific Time (&) and created by

From: []
Sent:
To: '
Subject: RE:

My apologies for missing your calls.

This is under review and I will contact you once more information is available.

[REDACTED]
[REDACTED]
[REDACTED] of [REDACTED]

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
				Dealer:	[REDACTED]	[REDACTED]

[REDACTED] Case Type Lvl1: Complaint
[REDACTED] Case Type Lvl2: Quality

[REDACTED] Case Type Lvl3: Product Liability
[REDACTED] Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound created on [REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]
wtr left voicemail for insurance to call back.

*** CASE ASSIGNED ON [REDACTED] Pacific Time ([REDACTED] & [REDACTED])
[REDACTED] to [REDACTED], WIP Default

*** Phone - Others created on [REDACTED] ([REDACTED] Pacific Time ([REDACTED] & [REDACTED]) and created by [REDACTED]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED]

[REDACTED],

Please see the letter attached.

Thank you,

*** CASE CLOSED ON [REDACTED] Pacific Time ([REDACTED] & [REDACTED])
Status = Closed, Resolution Code = [REDACTED] Information Given.

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					24,884
				Dealer:	

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

Case History

*** PHONE LOG [REDACTED] US Mountain Daylight Time MFlores Action Type:Incoming call

Customer states: - [REDACTED] works for enterprise rental

1. I work for enterprise
2. A customer rented the vehicle from us
3. Then it caught fire in her garage after parking it
4. Need to set up a claim
5. We just to have an inspection done

Writer states:

1. Apologized
2. Where is the veh now

Customer states:

- 1 In the customers garage

Writer states:

- 1 Can I get the customers contact information

Customer states:

1. [REDACTED]

5. I know what events took place

*****took accident scripting

Writer States:

1. Apologized for the problem.
2. Advised customer that writer will file accident report for customer to review concern.
- accident report filed
3. In order to consider your request, we will need you to provide us with copies of:
 - i. Copy of Police Report (if available)
 - ii. Pictures of vehicle (front, rear and side views)
4. Please mail directly to:
 - [REDACTED] Consumer Affairs
 - Case [REDACTED]
 - [REDACTED]

Customer states:

- 1 Thank you

[!<For Internal Use Only

[REDACTED]
[REDACTED]
[REDACTED] >!]]

Last name	First name	VIN of	2	SOUL	Case Number	Mileage

Dealer:

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

*** NOTES [REDACTED] US Mountain Daylight Time MFlores Action Type:Manager review
DISPATCHING FOR
[REDACTED] CUSTOMER ALLEGES VEHICLE CAUGHT FIRE IN GARAGE WHILE SLEEPING
2. [REDACTED] WITH ENTERPRISE RENTAL CALLED IS LOOKING FOR INSPECTION TO BE STARTED
3. CONTACT # FOR [REDACTED]
4. [REDACTED] N ACCIDENT SCRIPTING INFORMATION

*** PHONE LOG [REDACTED] Time [REDACTED] Action Type:Outgoing call
Writer called [REDACTED] requesting documents, photos, police report

*** PHONE LOG [REDACTED] Time [REDACTED] Action Type:Outgoing call
Attached photos, pending review

*** PHONE LOG [REDACTED] Time [REDACTED] Action Type:Outgoing call
[REDACTED] A rec'd veh location from [REDACTED]
CARSTAR A&B WORNALL
[REDACTED]
OFFICE PHONE
[REDACTED]
Manager-[REDACTED]

*** PHONE LOG [REDACTED] Time [REDACTED] Action Type:Outgoing call
[REDACTED] A left VM requesting photos of the other vehicle affected by the thermal event as well as photos of garage & police report

*** PHONE LOG [REDACTED] Time [REDACTED] Action Type:Outgoing call
[REDACTED] for [REDACTED]
1. Would like to request photos of the other vehicle involved.
2. As well as the garage.
3. Please send information over to the email address where the first were sent to, [REDACTED]
4. Thanked

*** PHONE LOG [REDACTED] Time [REDACTED] Action Type:Outgoing call
[REDACTED] emailed [REDACTED] requesting photos of other vehicle as well as garage affected.

*** PHONE LOG [REDACTED] Time [REDACTED] Action Type:Outgoing call
[REDACTED] information from body shop where veh is located [REDACTED]
Writer:
1. Is vehicle there at your lot?

Rep:
1. States we have been instructed not to touch the vehicle until further notice by enterprise

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>

Dealer:

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

2. They have to authorize any inspections.

Writer:

1. Thanked

*** PHONE LOG Time Action Type:Outgoing call
d fire report from

d email from stating:
1. I have requested photos of the other vehicle affected.
2. I will let you know when I receive this.
3. Fire investigator is finishing up his investigation
4. I will let you know when I hear back from him as well

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call
Tread review completed

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call
d fire report.

Pending photos of other affected vehicle

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call
NCa left a VM for Family Insurance Adjustor
Writer:
1. Requesting photos of the and the garage if available
2. Please send over to my email address at

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call
emailed
Writer:
1. Will update with inspection information once available.

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call
emailed potential inspection date May 5 , 2016

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call
emailed requesting update on suggested inspection date

*** PHONE LOG Pacific Daylight Time Action Type:Ltr/email/fax rec'd
d email from rep stating 5/5 works for the inspection

*** PHONE LOG Pacific Daylight Time Action Type:Outgoing call

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>

Dealer:

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

Pending legal review

*** PHONE LOG Daylight Time Action Type:Outgoing call
Reviewed with engineers

Cause of thermal event undetermined:

Pending customer contact

*** PHONE LOG Daylight Time Action Type:Outgoing call
rec'd email from requesting inspection findings.

*** PHONE LOG Daylight Time Action Type:Outgoing call
emailed

We are unable to determine the cause of the fire in the -destructive inspection. However, we are awaiting contact from the homeowner's insurance to find out what type of inspection they have conducted. I apologize this is taking so long, I can update you once I have more information.

*** NOTES Daylight Time Action Type:Internal
Pending legal review

*** PHONE LOG Daylight Time Action Type:Outgoing call
emailed Rep

1. We need a secondary inspection
2. We need findings of the inspection done by the insurance company

*** PHONE LOG Daylight Time Action Type:Outgoing call
A spoke with rep from Subro dept.

Writer:

1. Requesting information about veh.
2. Have you sent someone to inspect the vehicle?

Rep:

1. States we had someone go out and evaluate the vehicle.
2. They just went out to look into how much the vehicles were worth.
3. They didn't do anything in terms of investigating the source of the fire.
4. Now we can hire someone.
5. We might hire someone if you guys are interested in a secondary inspection.
6. Just to have them there, because if there is a defect, we would be going after

Writer:

1. Will be reviewing possible inspection dates for a secondary inspection.

Rep:

1. Thanked.

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>

Dealer:

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

*** PHONE LOG Daylight Time AnReyes Action Type:Outgoing call
emailed homeowner's insurance &
1. Possible inspection date
2. Please advise if this doesn't work.

*** PHONE LOG Daylight Time AnReyes Action Type:Outgoing call
d confirmation from with will be at the inspection
A rec'd confirmation from from rental agency, confirming inspection set for
A rec'd confirmation from confirming has authorization to inspect.

*** PHONE LOG Daylight Time AnReyes Action Type:Outgoing call
prevented vehicle inspection from being fully completed.
Pending further contact from

*** CASE CLOSE Daylight Time AnReyes
Pending contact from, no further action needed

*** NOTES Daylight Time Action Type:Corresp. rec'd
d letter from customer's attorney, Butler. Letter states:
1. Please find enclosed documentation to support our subrogation demand in the amount of
2. Structure: Personal Property:
Attaching to case and dispatching to

*** PRIORITY CHANG

*** PHONE LOG Daylight Time AnReyes Action Type:Outgoing call
d email from from
It has been since the Do you have an update on the status of those inspection results?

*** PHONE LOG Daylight Time AnReyes Action Type:Outgoing call
A spoke with subrogation manager
Writer:
1. Requesting expert report.

Consumer Affairs

of 11

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
				Dealer:		

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Fire/Explosion

2. Looking for documentation that points to defect.

Rep:

1. States I will have to review and give you a call back.
2. Thanked.

NCA provided contact info

*** PHONE LOG Pacific Daylight Time AnReyes Action Type:Outgoing call

NCA spoke with subrogation specialist

Writer:

1. Following up in reference to case
2. Do you have an expert report?

Rep:

1. States it appears that your investigator left.
2. That is what we show on file here.

Writer:

1. Apologized, there appears to be misinformation as stopped the investigation.
2. This prevented our investigator from continuing.
3. Your investigator is aware of this

Rep:

1. Apologized.
2. We have no problem sending someone out to investigate once more

Writer:

1. Would like to see if something like this is possible on our end.
2. Apologized, but can't guarantee we can get out there
3. Would need to review.
4. Appreciate the information

Rep:

1. Thanked

*** NOTES Pacific Daylight Time AnReyes Action Type:Internal

Pending review with engineers

*** PHONE LOG Pacific Daylight Time AnReyes Action Type:Outgoing call

NCA reviewed information with engineers

NCA spoke with then , subrogation specialist.

Writer:

1. halted the investigation
2. We do think it is best for you to continue to work with determine the cause of the thermal event.
3. If you find a defect that you would wish to present, you can send over the information

:

Last name	First name	VIN of	2	SOUL	Case Number	Mileage

Dealer:

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

1. States that is not the information that we have.
2. We have the investigation being halted because your engineer had to go

Writer:

1. Apologized, maybe we can contact the investigator who was there.

---over phone call---

Rep:

1. States that's besides the point.
2. We need to move forward on this

Writer:

1. Advised you have our okay to inspect with
2. At that point you can give us a call if you determine there is a defect.

Rep:

1. So are you guys waving your right to inspect?

Writer:

1. We can inspect if you determine there is a defect.

Rep:

1. You are waving your right to inspect?
2. Once we investigate the vehicle will be sold.

Writer:

1. My understanding you have to preserve the evidence.

Rep:

1. We just have to put you on notice that we'll inspect.
2. At that point we can do whatever we want with the vehicle.

Writer:

1. Will review to find out our rights regarding evidence preservation.

Rep thanked.

*** PRIORITY CHANG

*** PHONE LOG

Emailed with Time Action Type:Outgoing call

We have received a subrogation claim from Insurance. has yet to send us their investigator's report.

Per's request to stop the investigation prior to it being completed, we are requesting that you hold this vehicle until can complete their investigation. We can't resolve this at this point of time with the available information.

Consumer Affairs

of 11

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
				Dealer:		

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

*** PHONE LOG Time AnReyes Action Type:Outgoing call
A requested conference call for Pacific with subrogation specialist

*** PHONE LOG Time AnReyes Action Type:Outgoing call
A spoke with subrogation specialist with attny offices

1. States we are at a stand still.
2. Can't proceed with another inspection unless all parties are notified.
3. We were given info with thinking that the fault was the vehicle's
4. Sent it over.
5. There was no formal report written.
6. Now we are stuck here
7. We can have our investigator proceed.
8. We just need to let everyone know about this

1. Advised we have not received this information
2. Investigation is not complete.

1. States will call engineering.
2. We'll need to notify as well.
3. Can't provide dates right now.
4. Thanked.

A thanked.

*** PHONE LOG Time AnReyes Action Type:Outgoing call
emailed , subro specialist requesting update on potential inspection dates.

*** PHONE LOG Time AnReyes Action Type:Outgoing call
emailed
Writer:

1. Has Family reached out to you with potential inspection dates?

*** PHONE LOG Time AnReyes Action Type:Outgoing call
rec'd email from

They emailed me saying they were wanting to X-ray parts of the car. I replied asking for clarification on what exactly they are looking to Xray and then I could give them dates that work for inspection. I am still waiting to hear back from them.

*** PHONE LOG Time AnReyes Action Type:Outgoing call

Last name	First name	VIN of 2	SOUL	Case Number	Mileage

Dealer:

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

emailed

1. Please contact me if they set up an inspection date or contact you in the future

*** CASE CLOSE Daylight Time
wtr closing case pending further contact from customer/insurance

*** Time (&) ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on Time (&) and created by

from left voicemail:

- our claim is
- we are trying to schedule an inspection with all parties either or
- can you please email me at

*** Time (&) ***
Dispatched from = Inbox/Need To Call to by
Reason:

*** Time (&) ***
Accepted from to Inbox/Need To Call by

*** Time (&) ***
Assigned to default of by
Reason:

*** Phone - Call - Inbound commitment created on Time (&) with
Commitment Date and created by ***

*** Phone - Call - Inbound commitment created on Time (&) with
Commitment Date and created by ***

*** Note - Others created on Time (&) and created by

Reviewed with engineer.

*** Email - External Email Sent created on (&) and created
by ***
From:
Sent:
To:
Subject:

Hello ,

I hope you had a great weekend. I was wondering if we can schedule a time so we may discuss this case as I have a few . If you could email me back your phone number and a time to call or you may call me at any time.

Thank you,

Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Product Liability
Case Type Lvl4: Fire/Explosion

*** Phone - Call - Inbound commitment created on Pacific Time (&) with
Commitment Date and created by ***

*** Email - External Email Received created on Pacific Time (&) and
created by ***
From: [mailto:]
Sent:
To: ||
Subject: RE:

Let me know which days in the previously provided dates ranges work for an inspection and we will confirm with all parties so we can get this vehicle inspected and wrapped up.

*** Phone - Call - Outbound created on Pacific Time (&) and created by

Wrt contacted e at insurance. advised inspection will be of vehicle and will follow up with exact location.

*** Email - External Email Received created on Pacific Time (&) and
created by ***
From: [mailto:]
Sent:
To: ||
Subject: RE:

A&B at

Sorry for the delay. The vehicle is in

I need to schedule this inspection ASAP, please respond if you will be having someone attend asap.

*** Phone - Call - Inbound commitment created on Pacific Time (&) with
Commitment Date and created by ***

*** Phone - Call - Inbound commitment created on Pacific Time (&) with
Commitment Date and created by ***

*** Phone - Call - Inbound commitment created on Pacific Time (&) with
Commitment Date and created by ***

*** Phone - Call - Inbound commitment created on Pacific Time (&) with
Commitment Date and created by ***

*** Phone - Call - Inbound commitment created on Pacific Time (&)

Consumer Affairs

Page 11 of 11

Last name	First name	VIN of	SOUL	Case Number	Mileage
				Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl3: Product Liability

Case Type Lvl2: Quality

Case Type Lvl4: Fire/Explosion

with Commitment Date and created by ***

*** Phone - Call - Inbound commitment created on Pacific Time (&) with
Commitment Date and created by ***

*** Phone - Call - Inbound commitment created on Pacific Time (&) with
Commitment Date and created by ***

*** Phone - Call - Inbound commitment created on Pacific Time (&) with
Commitment Date and created by ***

*** Phone - Call - Inbound commitment created on Pacific Time (&) with
Commitment Date and created by ***

*** Phone - Call - Inbound commitment created on Pacific Time (&) with
Commitment Date and created by ***

*** Phone - Call - Inbound commitment created on Pacific Time (&) with
Commitment Date and created by ***

*** Note - Others created on Pacific Time (&) and created by ***

KMA engineer completed . Pending contact for any further action.

*** Phone - Call - Inbound commitment fulfilled on Pacific Time (&) with
Commitment Date closed by ***

*** Pacific Time (&) ***

Closed with Resolution Code : Concerns Recorded

[Resolution Summary]

Pending further contact.

Last name	First name	VIN of 2	SOUL	Case Number	Mileage
				Dealer:	Click

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Steering
Case Type Lvl4: Other

Case History

**** PHONE LOG

cust states:

1. I had my car to the dealership
2. I did not have any power steering from time to time
3. Dealership could not dup the concern
4. I have taken it into the dealership 3x already

wtr states:

1. Apologized
 2. What is the primary concern?
 3. Where is the vehicle now?
 4. Who were you speaking to at the ?
 5. Is it the Service Manager?
 6. What did the dealership advise?
- What are you requesting from ?

cust states:

1. Click
2. power steering goes out
4. Svc Mgr
5. Advised could not dup the concern
6. I have teenagers who drive this car as well and they wouldnt know what to do if the power steering went out

wtr states:

1. I will need to reach out to the dealership
2. please allow

cust states:

1. thank you

**** PHONE LOG

Cust states:

1. Calling for an update

Writer states:

1. Case created
2. Typically takes days for follow up

Cust states:

1. I spoke to the Service Manager and I guess they have done everything they can
2. So they are getting a Field Tech to come out

Writer states:

1. Will update TCS

Cust thanked

**** NOTES

Wtr calling Svc Dept Type: Dealer contact

Customer Name:

Last name	First name	VIN of 2	SOUL	Case Number	Mileage
-----------	------------	----------	------	-------------	---------

Dealer: Click

Case Type Lvl1: Complaint Case Type Lvl2: Steering
Case Type Lvl2: Quality Case Type Lvl4: Other

Customer phone #:
Customer address:
VIN:
MY and Mileage:
recent RO# and Open Date:
Days Down at initial Service Alert report (if applicable): 7
Most recent Repair Issue and Diagnosis: Customer says, POWER STEERING ISSUES/ could not duplicate
Able to Duplicate (Y or N): NO
Repeat Repair (Y/N), if so, how many times?: 3
Repair History of current concern with dates and mileage:
cust states power steering going out could not dup
powersteering going out could not dup
ETA for completion of repairs (if applicable): n/a
Parts on order (Y/N), if so obtain part#, order#: n/a
Techline Case (if applicable):
Rental / Loaner Provided? If so, since when?: n/a
Dealer contacted (if needed): no
Vehicle repaired?:no
Customer has possession?: no
Dealer Code/Selling Dealer (Y or N): yes
Original Owner (Y or N): yes
What is current Customer Request (if needed): N/A
If vehicle, is dealer certified (if needed): N/A

**** NOTES Action Type:Dealer contact
**emailed

**** PHONE LOG
Wtr calling
Writer. VM
1.) I am calling from
2.) I am calling to let you know that I am going to escalate your case.
3.) Which means I am going to get more resources involved.
4.) To get your vehicle back up and running.
5.) They will contact you in

**** NOTES Action Type:Dealer contact
cust states:powersteering went out 3x at dealer
forward to ECR
1.cust states:powersteering went out 3x at dealer
can not dup the concern
3.Dispatching due to 3x at dealer/ rep assistance
4.M notified
5.Please call cust with resolution

**** PHONE LOG
Cust
1. I was returning a call
2. I am requesting a rental

Last name First name VIN of 2 SOUL Case Number Mileage

Dealer: Click

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Steering
Case Type Lvl4: Other

Writer

1. Case is being escalated
2. Please allow

Cust

1. Thank you

**** PHONE LOG

(husband):

1. Gave case number
2. I have been without a veh for , how much longer am I going to be without a rental

Writer states:

1. It appears that ECR has your case opened
2. She is not avail at this time
3. Care to LVM

Writer transferred cust to ECR

**** PHONE LOG

MReese

Cust -

1. I have been trying to get a hold of
2. I left her a message
3. I am needing a rental
4. I have been without my car for

Writer

1. Apologized
2. ECR KCampos is not available
3. Can note case for ECR

Cust

1. Thank you
2. Can I leave another VM?

***Transferred to VM

**** PHONE LOG

Customer States(husband):

1. I have a case number
2. Checking status of the case

Writer States:

1. What is the case number
2. Asked customer to hold while writer reviews notes

Writer States:

1. Thanked customer for holding
2. Ecr is currently on another line or away from her desk

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
BELL						
					Dealer:	Click

Case Type Lvl1: Complaint

Case Type Lvl3: Steering

Case Type Lvl2: Quality

Case Type Lvl4: Other

3. Can let her know customer is requesting call back

Customer States:

1. I have been waiting for follow up
2. Dealer () can not give any more info

Writer States:

1. Do apologize info writer can confirm is that dealer was unable to verify complaint
2. Dealer was advised if unable to verify complaint and determine cause, correction no repairs can be made
3. Customer may need to go to dealer and try to replicate complaint
4. If it can be verified dealer can proceed with repair

Customer States:

1. Dealer told me that tech/engineer was coming out and that is what we are waiting for
2. I am in in a rental so I guess I will just keep driving it
3. Would like to get the tech out there because dealer can not figure this out
4. Can writer confirm this?

Writer States:

1. Advised notes indicate dealer advised they were attempting to do this
2. Do not see that request has gone through
3. Explained ecr would be best person to advise if tech can come out and time frame

Customer States:

1. When will I get a call back?

Writer States:

1. The file was sent to ecr on we ask to allow for ecr to contact customer
2. Would hope that happens
3. Will note customer is requesting call back as soon as possible
4. Thanked customer for contacting

**** PHONE LOG BHauer

Cust states

1. I need to speak to
2. My rental is supposed to go back
3. And I need to get that extended

Wrt states

1. Apologized
2. Will update case for ECR to review
3. And will call cust back when available to

Cust states

1. Thank you

**** NOTES KPedrosa Action Type: Dealer contact
WECC contacted (svc mgr) in regards to inspection and rental.

**** NOTES KPedrosa Action Type: Internal
WECC verified inspection scheduled on .

Last name	First name	VIN of 2	SOUL	Case Number	Mileage
				Dealer:	Click

Case Type Lvl3: Steering
Case Type Lvl4: Other

Case Type Lvl2: Quality

**** CREATED s-CE Action Type:

Please reach out to the dealership for rental extension and update thank you

**** PHONE LOG -CE

Writer called left vm

1. Introduced self I called the number on file seems to belong
2. to your mother bur spoke with your father who gave me your number
3. we advised the service manager to extend the rental for you
4. The will be out on to inspect your veh
5. Call back number and case number

**** NOTES Action Type:Internal

WECC verified inspection scheduled on

**** PHONE LOG

- Caller

Cust states:

1. I am calling to see if there is update on the case.
2. I have not heard anything from

Writer states:

1. Adv that I am not the case manager, but I can get you over to her VM due to she is currently in a meeting.

Cust states:

1. Okay, thank you.

**** PHONE LOG

[!<For Internal Use OnlyPending report from >!]

**** PHONE LOG

Writer contacted Mr.

Referred to contact - Driver LVM

Writer states

1. I am following up on your concerns with the veh
2. I am waiting on the report from our
3. I will have an update within the
4. I will call you once I get the report
5. Thank you

[!<For Internal Use OnlyBest contact is - Driver - >!]

**** NOTES Action Type:Dealer contact

WECC contacted (svc mgr) requesting for an update on repairs.

**** PHONE LOG

Cust states

1. Calling you back
2. came out on

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					K3407281	28,000
				Dealer:		Click

Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Steering

Case Type Lvl4: Other

3. Service informed me that unable to duplicate

Writer states

1. I will wait for full report from FTS
2. I will call back once i have all this info

Cust states

1. OK

Writer states

1. Since you picked veh up any further concerns

Cust states

1. Power-Steering resolved
2. Still have rough idle

Writer states

1. Please wait for my call back

Cust states

1. Thank you

**** NOTES (b) (6) (b) (7)(C) Action Type:Dealer contact
WECC contacted by (b) (6) (b) (7)(C) (svc mgr) (b) (6) (b) (7)(C) regarding cust veh

(b) (6) (b) (7)(C) states:

1. (b) (6) (b) (7)(C) came out (b) (6) (b) (7)(C) found nothing wrong with the vehicle and instructed us to return the vehicle to the customer.
2. Mr. (b) (6) (b) (7)(C) picked up (b) (6) (b) (7)(C) before lunch.

**** NOTES (b) (6) (b) (7)(C) (b) (6) (b) (7)(C) Action Type:Internal
WECC verified with FTS, idling concern is similar to other Souls.

**** (b) (6) (b) (7)(C) CLOSED (b) (6) (b) (7)(C)

(b) (6) (b) (7)(C) released.

**** NOTES (b) (6) (b) (7)(C) (b) (6) (b) (7)(C) Type:Dealer contact

[!<For Internal Use OnlyPer FTS // (b) (6) (b) (7)(C) OAD, Idle is similar to like veh>!]

**** PHONE LOG (b) (6) (b) (7)(C) (b) (6) (b) (7)(C)

VM from customer

(b) (6) (b) (7)(C) (b) (6) (b) (7)(C)
(b) (6) (b) (7)(C) (b) (6) (b) (7)(C)
(b) (6) (b) (7)(C) (b) (6) (b) (7)(C) been working my case
I guess there was a tech that came to look at my car (b) (6) (b) (7)(C)
the dealer states nothing found

<u>Last name</u>	<u>First name</u>	<u>VIN of</u>	<u>2</u>	<u>SOUL</u>	<u>Case Number</u>	<u>Mileage</u>
					K3407281	28,000
				Dealer:		Click

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Steering
Case Type Lvl4: Other

**** PHONE LOG

VM from Customer

I got a call from
He was stating that the report is not available and the vehicle is safe to driver per the dealer
I need paperwork indicating this

**** PHONE LOG

Cust

1. Have you gotten a report from the technician
2. A field tech was sent to the dealer
3. I haven't had a call since

Writer

1. Can not relay report
2. R states vehicle operating as designed

Cust

1. The dealer gave me nothing in writing
2. The RO says "could not duplicate"
3. This is a drivability issue
4. They had the car for
5. The dealer refuses to give me anything in writing

Writer

1. Apologized
2. Will note case for ECR

Cust

1. Thank you

**** PHONE LOG

Writer contacted

Writer states

1. I am following up with you on your concerns

Cust states

1. I just want a letter stating veh is safe to drive

Writer states

1. Unable to provide that info
2. I would be interested in offering other options like GW

Cust states

1. Would you be willing to cover of car payment due to veh was in service apx 30days

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
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Dealer: Click

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Steering
Case Type Lvl4: Other

Writer states

1. What is the amount of your car payment

Cust states

1.

Writer states

1. I would consider this an option
2. I will need you to send me the payment slip, and bill of sale

Cust states

1. Ok

Writer states

1. This will settle this claim
2. I will wait for your documents
3. Thank you

**** NOTES Action Type:Dealer contact

[!<For Internal Use OnlyPending customer documents>!]

**** PHONE LOG

VM prior to contact with customer

Pending FTS report

Trying to figure out what I need to do with vehicle and if its safe to drive

I just got off the phone with
You received a phone call from the service manager
The service manager stated car OAD
I need something in writing that states that
I drive for a living putting off trips I need to take because of this issue

**** NOTES Action Type:Dealer contact

[!<For Internal Use OnlyPending documents from customer - Bill of sale, and payment slip for car payment>!]

**** NOTES MRease Action Type:Manager review

***Duplicate case see

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
					Dealer:	

Case Type Lvl1: Complaint

Case Type Lvl2: Steering

Case Type Lvl2: Quality

Case Type Lvl4: Other

*** NOTES clarify Action Type: Dealer contact

*** Performed by contact:

Current case

Dealership is refusing to make an official statement that my vehicle is safe to drive.

This all started after the Power Steering Pinion Nut Recall.

Steering has been off since. Vehicle has been at the service department for a grand total of concerning this issue.

***End duplicate case notes

**** NOTES Action Type: Corresp. rec'd

rec'd customer letter. Letter sta

1. things have continued to break.
2. Recall work was performed.
3. Was never informed that is would feel different.
4. Almost crashed into the freeway barricade.
5. Now the car makes noise when you turn.
6. Car has been to the dlr 3 separate Grand total of
7. Now you are stating the veh is OAD.
8. Your consumer affairs dept is now anting to throw money to see if I'll be happy.
9. You can pay for the the veh was in the shop.

Attaching and assigning to

**** NOTES Action Type: Dealer contact

Reviewing with

**** PHONE LOG

Customer filed with:

" I would like to return the vehicle for another from one of the Dealerships."

**** PHONE LOG

Customer states:

1. I need to obtain an update on my case

Writer states:

1. Would you like me to transfer your case manager

Cust states:

1. Yes please

**** PHONE LOG

states

1. I am calling to inform that veh is back at the service dept
2. Service is not willing to work on the veh
3. Also I am not signing any agreements for settlement untill I have the veh looked at by alt service dept

<u>Last name</u>	<u>First name</u>	VIN of 2	SOUL	<u>Case Number</u>	<u>Mileage</u>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Dealer: [REDACTED] Click [REDACTED]

Case Type Lvl3: Steering
Case Type Lvl4: Other

4. I took veh to service dept with tape over the OBD2 port in the veh and in the engine compartment
5. When I got the veh back the tape was still there and nothing was plugged into the veh for diagnostics
6. I am reviewing this with my attorney
7. The alarm keeps going off and my battery keeps discharging now
8. The dealership is not willing to work on the veh or do any diagnostics due to they are stating its a battery issue

1. I will document your concerns
2. I will be forwarding case to another associate for follow up
3. Please wait for call back

1. OK
2. Thank you

****[REDACTED] CREATED [REDACTED] [REDACTED] Action Type:
- Battery discharging due to allarm going off randomly
- RQ review

**** NOTES [REDACTED] [REDACTED] Action Type:Dealer contact
WECC contacted [REDACTED] (svc mgr) [REDACTED] regarding cust veh.

**** NOTES [REDACTED] [REDACTED] Action Type:Dealer contact
WECC contacted by [REDACTED] (svc mgr) [REDACTED] with an update

1. Cust returned with a dead batt

**** NOTES [REDACTED] Type: Dealer contact

!!<For Internal Use OnlySteering TREAD review complete-BB>!!

**** NOTES [REDACTED] [REDACTED] Action Type:Dealer contact
WECC contacted [REDACTED] (svc mgr) requesting for an update on cust veh.

**** NOTES [REDACTED] [REDACTED] Action Type:Dealer contact
WECC contacted by [REDACTED] (svc mgr) [REDACTED] regarding cust veh

1. The battery was replaced the same day he brought the car in which was the [REDACTED]. He did not pick up the car until [REDACTED].
2. He kept insisting that an alarm was going off on the car even though it is not equipped with one. All of our new vehicles are outfitted with an aftermarket alarm that the customer has the option of purchasing. It is only activated if purchased which he did not. We went ahead and removed the alarm components that were in the car at his request even though they were not hooked up.
3. He has filed a letter with the Attorney [REDACTED] asking us to purchase his vehicle back and I am working with my [REDACTED] and [REDACTED] at this time regarding this letter.

**** NOTES [REDACTED] Action Type:Dealer contact

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
					Dealer:	Click

Case Type Lvl1: Complaint
Case Type Lvl2: Quality
Case Type Lvl3: Steering
Case Type Lvl4: Other

WECC contacted (svc mgr) requesting for ROs.

**** PHONE LOG

Writer talked to dlr -

1. Requesting copies of all ROs - customer copies
2. Fax and phone# is

**** PHONE LOG

Writer talked to customer

1. at I took to dealer for and also the sport mode was getting unresponsive - yes only 1 dealer
2. After the recall it felt kind of mushy, I test drove with the tech and it was normal
3. There was another repair where we were not even sure what was completed and I was advised that it was a new tech at the dealer
4. I have a manual trans and worried about the power steering going out - my kids would not know what to do
5. there was a noise and the idling was rough, per dealer the vehicle does not have a timing adjustment
6. dealer has not good base of communication
7. it was not tracking and by tracking I mean when you hit something on the freeway it starts to drift - AZ mileage is
8. my job requires me to drive from retailer to retailer but the car sits in-between for
9. I asked dealer to keep the vehicle longer so they could try and duplicate after it sitting
10. dealer had my car for when the PS light came on and was flashing - it did this 6x in
11. apparently I have an aftermarket alarm told me that they had not activated so they removed it - looks like they did activate
12. my battery was dead because the aftermarket alarm was going off for
13. the guy at the dealer - told me that they removed it
14. no concerns since but I haven't driven it on long trip, my job has me going to retailers usually around 90-100 miles away
15. the noise is gone, I show that they are 11 other cases on the PS on
16. looking for remedy, a new vehicle from dealer or, actually I thought it was
17. yes, but only 1 car payment, yes I'm looking to trade it in
18. ok, thank you

Writer

1. I apologize for the concerns and have called the dealer for copies, is this the only dealer that you have gone to?
2. What is it that you are asking of?
3. we are not offering repurchase/replacement at this time but will review goodwill once I receive all of the documents
4. looks like you have in negative equity, if were to offer repurchase/replacement which we are not at this time, this would come off the bottom line
5. looks like you have been offered goodwill, so you are possibly looking for more goodwill
6. You have my name and phone# if you have any questions
7. I will call you back once I receive everything
8. thank you and have a good day

**** PHONE LOG

Writer faxed and mailed AG Office response - attached to case

**** PHONE LOG

has been successfully sent to Consumer Information and Complaints at

[REDACTED] of [REDACTED]

Last name	First name	VIN of 2	SOUL	Case Number	Mileage
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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Dealer: [REDACTED]	Click [REDACTED]
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Case Type Lvl1: Complaint

Case Type Lvl2: Quality

Case Type Lvl3: Steering

Case Type Lvl4: Other

From [REDACTED]

Time: [REDACTED]

Sent to [REDACTED] with remote ID "[REDACTED] Fax Server"

Result: ([REDACTED]) Successful Send

Page record: 1 - 2

Elapsed time: [REDACTED] on channel 2

**** [REDACTED] NOTES [REDACTED] Action Type: Dealer contact
SECC received ROs via fax. Attaching to Subcase-2.

**** PHONE LOG [REDACTED]
Writer LVM for customer callback - called alternate phone#
1. [REDACTED], [REDACTED], [REDACTED]

**** PHONE LOG [REDACTED]
Writer talked with customer
1. Have reviewed your case and [REDACTED] is offering [REDACTED] as goodwill for your inconvenience
2. I would ask that you check the [REDACTED] Law in your state but all of the repairs were completed after the [REDACTED]
3. What is your email address? [REDACTED] oops I was already starting to write yahoo.com
4. I will email now for your review
5. Please let me know if you have questions, thank you

Customer

1. Does it always take that long? It does not line up with my trading the car in
2. It is [REDACTED]
3. Email and I'll review, thank you

Writer sent email to customer

Hi Mr. [REDACTED], per our conversation please find the attached release for your review and signature. I will try and rush per your request....

As a reminder, accepting goodwill does not change the warranty on the vehicle. As the original owner you and your mom have:

[REDACTED] Limited warranty (whichever you get to [REDACTED])
[REDACTED] Powertrain warranty (again whichever you get to [REDACTED])

Let me know if you have questions, thank you

**** PHONE LOG [REDACTED]
Email from customer
Good morning, as you remember during our conversations, I am looking to get out of the vehicle and I would consider an offer of [REDACTED] to be acceptable.

Thanks,

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED] of [REDACTED]

Last name	First name	VIN of 2	SOUL	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Dealer: [REDACTED] Click [REDACTED]

Case Type Lvl1: Complaint Case Type Lvl2: Steering
Case Type Lvl2: Quality Case Type Lvl4: Other

**** PHONE LOG [REDACTED] [REDACTED]

Email from customer
Good morning, as you remember during our conversations, I am looking to get out of the vehicle and I would consider an offer of [REDACTED] to be acceptable.

Thanks,
[REDACTED]

Replied
Hi Mr. [REDACTED], I understand your concerns but [REDACTED] has not been able to duplicate any of your concerns. The only repair was for the battery which could have been caused by the aftermarket alarm.

[REDACTED] will increase the offer to [REDACTED] - if you would like to accept then just cross out the amount on release and insert [REDACTED].

Apologize for concerns but this is the final amount that we are willing to offer at this time.

Thank you

**** PHONE LOG [REDACTED] [REDACTED]

Email from customer
From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED]

The after market alarm was installed by the dealership and not me, or a third party hired by me. The vehicle is unsafe and not something I am comfortable to continue driving. I could see if you came [REDACTED].

Sent via the [REDACTED] [REDACTED] active, an AT&T [REDACTED] smartphone

Replied
Sorry, the [REDACTED] is the most that we can do without being able to duplicate anything. As a reminder, this is being offered totally as goodwill

Thank you

**** PHONE LOG [REDACTED] [REDACTED]

Email rcd from customer
From: [REDACTED] [mailto:[REDACTED]]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: [REDACTED]

I have passed this information along to the AG since the amount you are offering is below what my needs are to get out of this unsafe vehicle.

[REDACTED]
[REDACTED]
[REDACTED] of [REDACTED]

Last name	First name	VIN of	2	SOUL	Case Number	Mileage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
				Dealer:	[REDACTED]	Click [REDACTED]

Case Type Lvl1: Complaint
Case Type Lvl2: Quality

Case Type Lvl3: Steering
Case Type Lvl4: Other

I am continuing to have the rough idle and will be returning the vehicle to the dealership [REDACTED].

Thanks,

[REDACTED]

Replied
Apologize for the issues as we were not able to duplicate them.

[REDACTED] dealers are independently owned and operated - [REDACTED] does not have any control over items that are added on the vehicles at time of sell.

Please let me know if you change your mind.

Thank you and have a great day

**** PHONE LOG [REDACTED] [REDACTED]
Email to customer
Good morning Mr. [REDACTED], [REDACTED] has received your open [REDACTED] case. Please let me know which [REDACTED] dealership you took your vehicle to and I'll call them to get the results

Thank you

**** PHONE LOG [REDACTED] [REDACTED]
Email from customer
[REDACTED] Click [REDACTED] in [REDACTED].

**** NOTES [REDACTED] [REDACTED] Action Type:Dealer contact
Writer talked with dealer-[REDACTED]
1. customer advises that veh still has rough idle
2. I know you guys notated that CND the last time, if we could do the same thing this time if nothing is duplicated
3. Not sure, he just sent me an email [REDACTED]. Here is my contact info, name and phone#
4. thank you

Dealer
1. What's his phone#?
2. Yes, we notated that the last time
3. Is he going to make an appointment?
4. Ok

**** NOTES [REDACTED] [REDACTED] Action Type:Dealer contact
Per DPSM - vehicle involved in fire. Picture attached to case

**** NOTES [REDACTED] [REDACTED] Action Type:Dealer contact
Wrt contacted the Svc [REDACTED]:
1. Calling to get some info.
2. Did the customer tell you anything?
3. Are they possibly contacting [REDACTED] insurance?

of

Last name	First name	VIN of	SOUL	Case Number	Mileage
Dealer:					Click
Case Type Lvl1: Complaint		Case Type Lvl3: Steering			
Case Type Lvl2: Quality		Case Type Lvl4: Other			

Mike replied;

1. The customer has been claiming to have some issues for a while, but we have not found a problem.
2. The cus

*** CASE CLOSE Daylight Time
TREAD review completed.

*** NOTES Daylight Time Action Type:Dealer contact
Writer rcd case closed (customer claiming product liability) and attached to case

*** CASE CLOSE Daylight Time
Case closed

*** Time (&) ***
Reopened with Sub Status of Working

*** Time (&) ***
#: Submitted

*** Time (&) ***
Assigned to 3. y of by
Reason:

*** Time (&) ***
Case moved into 3. and Sub Status of Assigned

*** Time (&) ***
#: Submitted

*** Time (&) ***
#: Submitted

*** Time (&) ***
#: Submitted

*** Time (&) ***
#: Final Approved

*** Time (&) ***
Closed with Resolution Code : Issued
[Resolution Summary]