INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



[redacted]

Consumer Affairs Department

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

[redacted] Case Type Lvl1: Complaint
Case Type Lvl2: Quality
[redacted] Case Type Lvl3: Exterior
Case Type Lvl4: Exterior [redacted]p

Case History

*** [redacted] ***
Contact = [redacted], Priority = Standard, Sub Status = Dispatched
*** [redacted] ***
Web - Note created on [redacted] and created by [redacted]
I have a [redacted]. For the last 24,000 miles I have been dealing with the drivers side ***HEADLIGHT*** going out. It does it intermittently with no consistency. I've taken it to the dealer multiple [redacted] but of course it always works when I take it to them. I've replaced the bulb [redacted], that didn't fix it. I can go for [redacted] with no problem then all of a sudden it just starts going out again. Some[redacted] I can turn the lights off and turn them on again and it starts working, but not always. I can flip the lights to high beam then to low beam and it will come on again, not always. It doesn't matter whether the light is on high beam or low beam. Any help would be appreciated
*** [redacted] ([redacted]) [redacted] ***
Accepted from Queue eWebSupport to [redacted] default by [redacted]
[redacted] ([redacted]) [redacted] ***
[redacted]ned from WIP default to Queue by
[redacted] ([redacted] Eastern Time ([redacted] & [redacted]) ***
[redacted]d from Queue Callcenter to [redacted] INBOX by [redacted]
[redacted]one - Call - Inbound commitment created on [redacted] Eastern Time ([redacted] & [redacted]) with
[redacted]ment Date [redacted] and created by [redacted]ener ***
[redacted]stomer

[redacted]one - Call - Inbound commitment fulfilled on [redacted] ([redacted] Eastern Time ([redacted] & [redacted]) with
[redacted]ment Date [redacted] closed by [redacted] ***
Writer left VM for customer
1.) [redacted] calling from [redacted].
2.) I am following up with you on your recent repair.
3.) Questions//Concerns give us a callback
4.) [redacted]# case# EXT#
5.) Sent call me letter

*** [redacted] ***
Yanked to WIPBin default of [redacted]

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

Customer Mr. [redacted] called in and states:
1. My driver's side ***HEADLIGHT*** is going out.
2. It does it intermittently with no consistency.
3. I've taken it to the [redacted] ([redacted]) [redacted] to have this looked at but the [redacted] cannot duplicate the concern
4. I've replaced the bulb a few [redacted] as well, but didn't fix the concern
5. At [redacted] I can flip the lights to high beam then to low beam and it will come on again
6. Any assistance would be appreciated

Writer states:
1. Apologized
2. Informed of no open recalls
3. Provided [redacted] BLW, RSA and [redacted] for manufactures defects
4. If you have reason to believe veh is being affected; take veh into a [redacted] [redacted]R for diagnosis
5. Contact [redacted] once veh is at [redacted] to gather diagnostic info
6. Provided case # and contact info
7. If any questions and/or concerns please call back

[redacted]

[redacted] of 2

Last name	First name	VIN of [redacted] SOUL	Case Number	Mileage
[redacted]		[redacted]		[redacted]

[redacted] Dealer: [redacted] [redacted] of

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

[redacted] Case Type Lvl3: Exterior
Case Type Lvl4: Exterior Lamp

Customer states:
1. Ok
2. Thank you

<For Internal Use Only

Pending cust appt. with DLR / Once veh is at DLR escalate case to ECR for 4x with same concern>

*** [redacted] ([redacted]) [redacted] ***
Closed with Resolution Code : Referred to Dlr
[Resolution Summary]

[redacted]

Last name	First name	VIN of	Case Number	Mileage
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Dealer: [redacted] Enterprise [redacted]

[redacted] Case Type Lvl1: Complaint
Case Type Lvl2: Quality
[redacted] Case Type Lvl3: Exterior
[redacted] Case Type Lvl4: Exterior Lamp

Case History

*** [redacted] ***
[redacted], Priority = Standard, Sub Status = Working

*** Web - Note created on [redacted] and created by [redacted] ***
SOCIAL MEDIA CONTACT [redacted]2017

CUSTOMER
I bought 2 [redacted] in [redacted]. [redacted] had a battery replaced with [redacted] on car, was not informed of this and 3 years later, had to have battery replaced again. Deal has been doing a great job trying to solve my problem of my parking lights coming on sometime during the night. Dealer says that auto has to be locked a specific way or electrical system will do weird things. Lights still come [redacted]very so often, which tells me that battery is not the problem. Now my [redacted] is doing the same thing [redacted] in awhile. Why do the lights come on after car has been locked [redacted]?

[redacted]
Hello [redacted] - Could you send us a private message with your VIN and contact number? [redacted]e of our [redacted] members will be happy to assist you. ^[redacted]

CUSTOME[redacted]
(PM) Why have I not heard back on how to send private message with info?

CUSTOME[redacted]
Don't know how to PM.

Still waiting for a way to send info.

Why am I not hearing from [redacted] about my problem? They came back [redacted] and asked me to PM them info. I then told them [redacted] without a reply that I don't know how to PM on [redacted]. Why is [redacted] ignoring me and others?

[redacted]
Hello [redacted] - This message you just sent is a private message. You need only to click the "Message" button on the main [redacted] Facebook page, or simply reply to this message. ^[redacted]

CUSTOMER
[redacted]35

[redacted]
Hi [redacted] – Thank you for providing your VIN and contact number. Please allow [redacted] for [redacted] of our [redacted] members to contact you. ^[redacted]
[redacted]

*** Ph[redacted]e - Call - Inbound created on [redacted] and created by [redacted] ***
Wrt called cust @ [redacted] - Left VM

Wrt states:
1. Following up on social media posts
2. Gave case # and [redacted]A # for callback

*** Ph[redacted] - Call - Outbound created on [redacted] and created by [redacted]
[redacted]

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

[redacted] Case Type Lvl1: Complaint
Case Type Lvl2: Quality
[redacted] Case Type Lvl3: Exterior
Case Type Lvl4: Exterior Lamp

Wrt called cust @ [redacted] - Left VM

Wrt states:
1. Following up on social media posts
2. Gave case # and [redacted]A # for callback

*** Phone - Call - Inbound created on [redacted] and created by [redacted] ***
Customer States:
1. I have a case number, given
2. Need to speak to tcs who just called me

Writer States:
1. Confirmed owner info
2. Asked customer to hold will see if tcs is available

Writer States:
1. Thanked customer for holding
2. Tcs is on another line or away from her desk
3. Can leave her a message to call customer at earliest opportunity

Customer States:
1. That would be good

Writer States:
1. Request for call back noted
2. Thanked customer for contacting kia

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

Wrt called cust @ [redacted] - Left VM

Wrt states:
1. Following up on social media posts and concerns w/ veh
2. Gave case # and [redacted]A # for callback

<For Internal Use Only
If wrt unavail during cust callback, please attempt to collect more info on cust concern for further follow up from wrt.>

*** [redacted] ***
Case moved into W[redacted] and Sub Status of Working

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

Wrt called cust [redacted]

Wrt states:
1. Apologize for phone tag
2. Following up on social media posts
3. Gave case # and [redacted]A # for callback

Last name	First name	VIN of [redacted] SOUL	Case Number	Mileage
[redacted]	[redacted]	[redacted]		1
		Dealer: [redacted]	Enterprise [redacted]	

[redacted] Case Type Lvl1: Complaint
Case Type Lvl2: Quality
[redacted] Case Type Lvl3: Exterior
[redacted] Case Type Lvl4: Exterior Lamp

<For Internal Use Only
If cust calls back and wrt is unavail, please attempt to collect more info on cust concern for further follow up from wrt.>

*** Phone - Call - Inbound created on [redacted] ([redacted] Eastern Time ([redacted] & [redacted]) and created by [redacted] ***
Wrt states cust called
Cust states
1 Following up on my case
2 I spoke to someone [redacted]o but haven't heard anything yet

Wrt states
1 Apologized
2 So the park lights come on at times and drain the battery
3 What dealer are you working with

Cust states
1 Yes
2 Enterprise [redacted]
3 They replaced ***HEADLIGHT*** and also have worked on wiring
4 Veh has been in to service twice for this issue
5 Dash lights and park lights come on at different times during night
6 When I have ***HEADLIGHT***s on they blink sometimes too

Wrt states
1 Will note everything for your case manager who will call the dealer and get all RO info
2 She will call you back once she gets that information
3 What is the best number to reach you on

Cust states
1 [redacted]
2 Thank you

*** [redacted] [redacted] ***
Case moved into W[redacted] [redacted] and Sub Status of Working

*** Phone - Call - Outbound created on [redacted] [redacted] and created by [redacted]
[redacted]
Wrt called [redacted] (Enterprise [redacted])- Spoke w/ Srv Adv JD

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: PO BOX [redacted]3/ Enterprise , [redacted] [redacted]
VIN: [redacted]
MY and Mileage: [redacted] Soul; [redacted]
Most recent RO# and Open Date: RO: [redacted] Closed [redacted]
Days Down at initial Service Alert report (if applicable): 1 day
Most recent Repair Issue and Diagnosis: Customer says, ***HEADLIGHT***s come on when veh is off and switch is in off position
- Replaced battery
- Also discovered a user issue- Veh does not have auto ***HEADLIGHT***s- if you open door before you turn ignition out, ***HEADLIGHT***s will not turn off and activate passive alarm- Cust needs to turn veh off and take key out of ignition before

Last name	First name	[redacted] of [redacted] SOUL	Case Number	Mileage
[redacted]	[redacted]	[redacted]		1
		[redacted] Dealer: [redacted]		

[redacted] Case Type Lvl1: Complaint
Case Type Lvl2: Quality
[redacted] Case Type Lvl3: Exterior
Case Type Lvl4: Exterior Lamp

opening door
Able to Duplicate (Y or N): Yes
Repeat Repair (Y/N), if so, how many times?: No
Repair History of current concern with dates and mileage:
[redacted] RO: [redacted]; [redacted]
- Cust states ***HEADLAMP***s flicker on/off sometimes
- Performed TSB for ***HEADLAMP*** connector and [redacted]
ETA for completion of repairs (if applicable): Completed
Parts on order (Y/N), if so obtain part#, order#: No
Techline Case (if applicable): No
Rental / Loaner Provided? If so, since when?: No
Dealer contacted [redacted] (if needed): No
Vehicle repaired?: Yes
Customer has possession?: Yes
Dealer Code/Selling Dealer (Y or N): [redacted]
Original Owner (Y or N): Yes
What is current Customer Request (if needed): N/A
If [redacted] vehicle, is dealer [redacted] certified (if needed): N/A

Srv Mgr states:
1. [redacted] - Performed [redacted] replacement (No mention of light issues)
2. Cust also has another [redacted] : [redacted] (Last eight of [redacted])
3. Previous visit for that [redacted]: RO: [redacted]; [redacted]
4. Cust sated loss of power when turning on ***HEADLIGHT***s - CND
5. Cust also came in for [redacted] and service action
6. Cust has not called to adv he is still having concerns
7. If so, we're absolutely happy to help

Thanked and call ended

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

Wrt called cust @ [redacted] - Left VM

Wrt states:
1. Adv wrt spoke w/ dlr and was notified of repair completed
2. Adv if cust still having concern w/ ***HEADLIGHT***s, can callback to wrt or address w/ dlr
3. Gave case # and [redacted] # for callback

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

Wrt called cust @ [redacted]

Wrt states:
1. Following up on veh after speaking w/ dlr
2. Adv of info given by dlr

Cust states:
1. Problem with mine is the parking lights
2. Since battery replacement, It has done it
3. Very confused, because people do not have a ritual when getting out of veh
4. Might open the door first but lights should not come on

[redacted]

Consumer Affairs [redacted]

Last name	First name	VIN of [redacted] SOUL	Case Number	Mileage
[redacted]		[redacted]		1
		[redacted]	Dealer: [redacted] Enterprise [redacted]	

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

[redacted] Case Type Lvl3: Exterior
Case Type Lvl4: Exterior Lamp

Wrt states:
1. Apologized
2. Adv veh does not have auto ***HEADLIGHT***s and key should be taken out of ignition before opening door
3. If cust is doing what dlr recommended and still has concern, would recommend veh return to dlr

Cust states:
1. Yes because something strange here
2. ***HEADLIGHT***s not coming on
3. It is the parking lights
4. I check before I go to bed and they are off and when I get up, the lights are on
5. I leave the lights on continuously
6. When they do come on, it's the parking lights
7. It does not make sense
8. We are going backwards when shutting down our vehs
9. Up until [redacted], had a [redacted] [redacted] van
10. Could leave lights on, and get out, the lights would be out
[redacted]. Not satisfied with the way you have to shut this veh off
[redacted]. Just going to turn the lights off from now on

Wrt states:
1. Understand
2. If cust does so and still experiences concern, can have veh return to dlr

Cust thanked and call ended

*** [redacted] [redacted] ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

[redacted]

[redacted] of 1

Last name	First name	VIN of [redacted] SOUL	Case Number	Mileage
[redacted]	LEE	[redacted]		

[redacted] Dealer: [redacted]

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

[redacted] Case Type Lvl3: Exterior
Case Type Lvl4: Exterior Lamp

Case History

*** [redacted] ***
[redacted], Sub Status = Working

*** [redacted] ***
Closed with Resolution Code : Information Given

*** Phone - Call - Inbound created on [redacted] and created by [redacted] ***
[redacted] (Mother) States:
1. Provides VIN#.
2. We have been having problems with the ***HEAD LIGHT***.
3. We have changed the bulbs [redacted] and they have still gone out.
4. It seems like there is an electrical shortage.
5. Online it shows it is a known problem and the dealer didn't fix it.
6. It is written from a trusted [redacted] source called [redacted].

Writer States:
1. Apologized.
2. Advised customer of 5/60 [redacted], [redacted] and [redacted] for manufacturer defects.
3. You are out of warranty at this time by mileage.
4. [redacted] isn't a [redacted] official site.
5. We urge all customers to bring any vehicle concerns to an authorized [redacted] dealership for further diagnosis and repairs.
6. Advised customer that the dealership would need to duplicate the concern to properly repair the vehicle, they wouldn't have fixed the vehicle if there was no issues with it at the time of sale based on information from outside sources online.

Customer States:
1. I will not pay for the repair either.
2. I am going to trade this vehicle in.
3. Customer disconnects.

*** [redacted] ([redacted]) [redacted] ***
Reopened with Sub Status of Working

*** [redacted] ([redacted]) [redacted] ***
Closed with Resolution Code : Information Given
[Resolution Summary]
Advised customer of warranty

[redacted]

Consumer Affairs Department

Last name	First name	VIN of [redacted] SOUL	Case Number	Mileage
[redacted]		[redacted]		

[redacted] Dealer: [redacted] of [redacted]

[redacted] Case Type Lvl1: Complaint
Case Type Lvl2: Quality
[redacted] Case Type Lvl3: Exterior
[redacted] Case Type Lvl4: Exterior Lamp

Case History

*** [redacted]) Eastern Time ([redacted] & [redacted]) ***
Contact = LISA MA[redacted], Priority = Standard, Sub Status = Working

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

Cust states
1. Issues with ***HEADLIGHT***s again.
2. [redacted] has once replaced them.
3. Headlighs have been replced [redacted] on [redacted] and 2 on the other.
4. Looked like sockets have been melted.
5. [redacted] can't find out what is wrong.
6. Don't know what to do?

Wrt states:
1. Apologized /
2. Where is the veh now?

Cust states:
1. Cust has veh but was taken to [redacted] of [redacted]

Wrt states:
1. Who are you speaking with at the [redacted] dealer?
2. Is it the service manager?

Cust states:
1. [redacted] and is SA.

Wrt states:
1. What did the dealer advise?

Cust states:
1. Everything was working normal and could not find anything.
2. Cust showed them the pieces that were melted.
3. Mechanic said it is not supposed to look like that.
4. He pulled veh around back and replaced those pieces.
5. Cust wanted to know what could make that happen and he said everything looked good and didn't know why.

Wrt states:
1. What are you requesting from [redacted]?

Cust states:
1. why is this happening.
2. Afraid to drive car at night due to lights going out frequently.
3. Where can cust bring car and that can find out what is wrong with it.
4. Fix it.

Wrt states:
1. Advised wrt will contact dealer to get diagnosis and see what can be done to find out what is causing this to happen.
2. Advised wrt will follow up with customer in [redacted].

Last name	First name	VIN of [redacted] SOUL	Case Number	Mileage
[redacted]		[redacted]		

[redacted] Dealer: [redacted] of [redacted]

[redacted] Case Type Lvl1: Complaint
Case Type Lvl2: Quality
[redacted] Case Type Lvl3: Exterior
Case Type Lvl4: Exterior Lamp

Cust states:
1. Thank you

Wrt states:
1. Thank you

*** Phone - Call - Outbound commitment created on [redacted] Eastern Time ([redacted] & [redacted])
with Commitment Date [redacted] and created by [redacted] ***
Call [redacted] of [redacted] for RO

*** Phone - Call - Outbound commitment created on [redacted] Eastern Time ([redacted] & [redacted])
with Commitment Date [redacted] and created by [redacted] ***
TN Call [redacted] with update

*** Phone - Call - Outbound commitment fulfilled on [redacted] Eastern Time ([redacted] & [redacted])
with Commitment Date [redacted] closed by [redacted] hour ***
Wrt calls [redacted] of [redacted]
Wrt states
1 Calling from [redacted]
2 Need RO info for [redacted]

Speaking with: [redacted]
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted]
VIN: [redacted]
MY and Mileage: [redacted]
Most recent RO# and Open Date: [redacted]
Days Down at initial Service Alert report (if applicable): N/A
Most recent Repair Issue and Diagnosis:

Concern - Cust states ***HEADLIGHT***s inop.
Didn't duplicate but replaced [redacted] ***HEADLIGHT*** connectors.

Wrong wattage blub can cause bulb to cause socket to overheat. It is possible that cust used wrong bulb.

Able to Duplicate (Y or N): Y
Repeat Repair (Y/N), if so, how many times?: y/4
Repair History of current concern with dates and mileage:

[redacted] Replaced ***HEADLIGHT*** switch.

[redacted] - CND

[redacted] - Replaced left ***HEADLIGHT*** assembly. Bubble inside was melted.

[redacted] - Replaced right ***HEADLAMP*** assembly.

ETA for completion of repairs (if applicable): N/A
Parts on order (Y/N), if so obtain part#, order#: N/A
[redacted] Case (if applicable): N

Last name **First name** **VIN of** [redacted] SOUL **Case Number** **Mileage**

[redacted] Dealer: [redacted] of [redacted]

[redacted] Case Type Lvl1: Complaint
Case Type Lvl2: Quality
[redacted] Case Type Lvl3: Exterior
[redacted] Case Type Lvl4: Exterior Lamp

Rental / Loaner Provided? If so, since when?: N
Dealer contacted [redacted] (if needed): N
Vehicle repaired?: Y
Customer has possession?: Y
Dealer Code/Selling Dealer (Y or N): [redacted] / Y
Original Owner (Y or N): Y
What is current Customer Request (if needed):
1. Why is this happening.
2. Afraid to drive car at night due to lights going out frequently.

*** Phone - Call - Outbound commitment fulfilled on [redacted] Eastern Time ([redacted] & [redacted]) with Commitment Date [redacted] closed by [redacted] our ***
Wrt calls [redacted]
Wrt states
1 Calling from [redacted]
2 Advised spoke with dealer and they replaced connectors but no way to know what would have caused the bulbs to burn out.

Cust states
1 Is there something wrong with the veh?

Wrt states
1 Advised per DLR issue is not the same

Cust states
1 It is the same, they just fix what they think is wrong.
2 Still having issues with ***HEADLIGHT***s blinking intermittenly or not turning off/on

Wrt states
1 Advised wrt will get additional resources involved and escalate case
2 Advised member of [redacted]R will follow up with cust in [redacted].

Cust states
1 Thank you

Wrt states
1 Thank you

*** Email - Internal Email Sent created on [redacted] Eastern Time ([redacted] & [redacted]) and created by [redacted] ***
***[redacted]
concern***

*** Others - Others created on [redacted] Eastern Time ([redacted] & [redacted]) and created by [redacted] ***
Forward to [redacted]
1. Cust states ***HEADLIGHT***s keep blowing out
2. [redacted] states replaced connectors that were melted.
3. Dispatching because veh been at dealer 5x with same concern.
4. [redacted] has been advised.
5. Please contact customer with resolution.

Last name	First name	VIN of [redacted] SOUL	Case Number	Mileage
[redacted]		[redacted]		

[redacted] Dealer: [redacted] of [redacted]

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

[redacted] Case Type Lvl3: Exterior
Case Type Lvl4: Exterior Lamp

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

<For Internal Use Only
approved for dispatch>

*** [redacted] ([redacted]) Eastern Time ([redacted] & [redacted]) ***
Dispatched from WIPBin = Review for Dispatch to Queue [redacted] by [redacted]
Reason:

*** [redacted] ***
Accepted from Queue [redacted] to WIPBin DEFAULT by [redacted]

*** Phone - Call - Outbound created on [redacted] and created by [redacted] ***
Writer states:
1. Called customer introduced myself
2. Went over customer's concern with the ***HEADLIGHT***s.

Customer states:
1. Yes the dlr did replace the connectors but i feel it is something else.

Writer states:
1. Apologized for ***HEADLIGHT*** concern
2. Advised customer per dlr the cause may have been the wrong wattage bulb that has caused it.

Customer states:
1. I don't have the money to get those replaced at [redacted] so i go to [redacted] to buy them,

Writer states:
1. That could be the cause.
2. At this time there are no open service campaigns on the vehicle.
3. Advised customer vehicle is out of [redacted]
4. You can take it to a different dlr for a [redacted] opinion if the concern still exist.

Customer states:
1 i guess I will just sale the car and I am done with [redacted]
2. Thank you for you call.

Writer states:
1. Your welcome.

*** [redacted] ([redacted]) [redacted] ***
Closed with Resolution Code : Information Given
[Resolution Summary]

[redacted]

Consumer Affairs Department

Last name **First name** **VIN of** [redacted] SOUL **Number** **Mileage**

[redacted]

Dealer: [redacted]

[redacted] Type Lvl1: Complaint
Type Lvl2: Quality

[redacted] Type Lvl3: Exterior
Type Lvl4: Exterior Lamp

[redacted] History

Dealer : [redacted]
Technician : [redacted]
Service Manager :
Dealer Phone :
DPSM : [redacted]
Vehicle Model : SOUL
Model Year : [redacted]
Mileage : [redacted]
Initial comments by Technician found in TL [redacted] :

[Problem Description]
[redacted] IN FOR THIS CONCERN TECH WAS UNABLE TO VERIFY CONCERN LAST VISIT C /S ***HEADLIGHT***s cutoff while driving when using turn signals. ***HEADLIGHT***s will shut off and then come back on . has noticed more with using turn signals. either direction.

[Diagnostics Performed]
checked ***HEADLIGHT*** connectors checked operation of turn signals still haven't verified concern yet.

*** Assigned to W[redacted] Default of [redacted] on [redacted] ***
*** [redacted] ***
[redacted] moved into W[redacted] Default and Sub Status of Auto Assigned

*** [redacted] ***
TREAD Applicable Date Updated to [redacted]

*** Phone - Call - Outbound created on [redacted] and created by [redacted] ***
[redacted]
SC026/Matt
1. UNABLE TO DUPLICATE
2. DID MINOR WIRING REPAIRS

- Customer Name: [redacted]
- Customer phone #: [redacted]
- Customer address: [redacted]
- VIN: [redacted]
- MY and Mileage: [redacted]
- Most recent RO# and Open Date: [redacted]
- Days Down at initial Service Alert report:
- Most recent Repair Issue and Diagnosis:
  C /S ***HEADLIGHT***s cutoff while driving when using turn signals. ***HEADLIGHT***s will shut off and then come back on, has noticed more with using turn signals. either direction.
- Able to Duplicate (Y or N):yes
- Repeat Repair (Y/N), how many times?: [redacted]
- Repair History of current concern:
  RO#[redacted] [redacted] NO DUPLICATE
- ETA for completion of repairs :n/a
- Parts on order:part#, order#: no
- Techline [redacted] : [redacted]

Last name First name VIN of [redacted] SOUL Case Number Mileage

[redacted]

[redacted] Dealer: [redacted]

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

[redacted] Case Type Lvl3: Exterior
Case Type Lvl4: Exterior Lamp

- Rental/Loaner Provided?
- Dealer contacted DPSM : no
- Vehicle repaired?:no
- Customer has possession?: no
- Dealer Code/Selling Dealer : [redacted] YES
- Original Owner : YES

*** Phone - Call - Outbound created on [redacted] and created by [redacted] ***
Writer calls, gets vm
1.Calling from [redacted]
2. Advised that the dealer explained that the vehicle was in for a concern
3. Advised that [redacted] involved to follow up and to answer any questions or concerns regarding your vehicle
4.Left name number ext & case# for return call

*** [redacted] ([redacted]) ***
Closed with Resolution Code : Information Given
[Resolution Summary]

*** [redacted] ***
Reopened with Sub Status of Working

*** Phone - Call - Inbound created on [redacted] and created by [redacted] ***
([redacted]):
[redacted] returning your call.
2. When I use the turn signals the lights flash.
3. I had gone there a few [redacted].
4. The last time I went in I thought it was resolved.
5. But last night when I used the turn signals the ***HEAD LIGHT***s turned off all together.
6. I went in 3x's all together.
7. The last time was [redacted].

Writer States:
1. Apologized.
2. Advised customer to take the vehicle back to an authorized [redacted] dealership for further diagnosis/repair.
3. Advised customer to call [redacted] once the vehicle is back at the dealership for any questions or concerns.

Customer States:
1. Thank you.

*** [redacted] ([redacted]) ***
Closed with Resolution Code : Information Given
[Resolution Summary]
Info given

[redacted]

Consumer Affairs Department

Last name	First name	VIN of [redacted] SOUL	Case Number	Mileage
[redacted]		[redacted]		

[redacted] Dealer: [redacted]

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

[redacted] Case Type Lvl3: Exterior
Case Type Lvl4: Exterior Lamp

Case History

Dealer : BULLDOG [redacted]
Technician : [redacted]
Service Manager :
Dealer Phone :
DPSM [redacted]
Vehicle Model : SOUL
Model Year : [redacted]
Mileage : [redacted]
Initial comments by Technician found in TL Case [redacted]6 :

*** Performed by contact: [redacted]
*** This is a Request for Assistance ***

Problem Description :

C/s that while driving vehicle the ***HEADLAMP***s come on randomly.

Diagnostics Performed :
i have been test driving the vehicle for a few days i have not verified the concern this is the [redacted] the customer has been in for this in the [redacted]. just curious if there have been any other cases like this one? thanks

*** Assigned to WIPBin 0 - INBOX of [redacted] on [redacted]
*** Phone - Call - Outbound created on [redacted] and created by [redacted] ***
Customer Name: [redacted]
Customer phone#: [redacted] erified
Customer Address: [redacted]
VIN: [redacted]
MY and Mileage: [redacted]
Original Owner: No
Dealer Code/Selling Dealer: [redacted] -- No
RO# and Open Date: RO#[redacted]2 , Opened [redacted]
Days Down at initial Service Alert report: [redacted] down
Current Repair Issue and Diagnosis:

-Customer states ***HEADLIGHT*** and dash lights flicker/shut off while driving

-Replaced ***HEADLAMP*** switch

Able to Duplicate: Yes
Parts on order (Y/N): No
Vehicle repaired & customer has possession (Y/N): Yes -- Yes
Repeat Repair (Y/N), if so, how many times: Yes
Repair History of current concern with dates and mileage:
[redacted] @ [redacted]:
- CND concerns
ETA for completion of repairs: completed - [redacted]
Techline Case: [redacted]
Rental/Loaner Provided/Date: Yes -- dealer loaner provided ([redacted])
Customer Request: N/A
Justification of [redacted]: N/A
Dealer contacted their DPSM: Yes -- authorized GW (customer did not have to pay)

[redacted]

Consumer Affairs [redacted]

Last name	First name	VIN of [redacted] SOUL	Case Number	Mileage
[redacted]		[redacted]		

[redacted] [redacted] Dealer: [redacted]

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

[redacted] Case Type Lvl3: Exterior
Case Type Lvl4: Exterior Lamp

If HEV vehicle, is dealer HEV certified: N/A

*** Phone - Call - Outbound created on [redacted] and created by [redacted] ***
Writer called customer @ [redacted] and left VM:
1. Gave name, [redacted]# and case number.
2. Received information that vehicle was at [redacted]84 for service.
3. Calling to verify customer concerns were resolved?
4. Requested callback if additional assistance is needed.

*** [redacted] ([redacted]) [redacted] ***
Closed with Resolution Code : Concerns Recorded
[Resolution Summary]

Last name **First name** **VIN of** [redacted] **Case Number** **Mileage**

[redacted]

Dealer: [redacted] Friendly [redacted]

[redacted] Case Type Lvl1: Complaint
Case Type Lvl2: Service

[redacted] Case Type Lvl3: Service Dealer Network
Case Type Lvl4: Other

Case History

*** [redacted] ***
[redacted]atus = Working

*** Phone - Call - Inbound created on [redacted] and created by [redacted] ***
Customer States:
1. I have a [redacted]
2. I have been having a major issue with my vehicle regarding my ***HEADLIGHT***s
3. Flick off and on by itself, sometimes it would stay completely off, they just don't work properly at all
4. I contacted my local [redacted] dealer
5. They did a diagnosis and stated there was nothing wrong which is outrageous
6. It unsafe for me to be driving like that especially at night
7. There is obviously something wrong with the electrical system within the vehicle or something with the turn switch
8. This needs to be taken care of
9. I need this issue fixed
10. [redacted] dealer doesn't seem like they want to get to the root of whats wrong
[redacted]. Can you assist me with this?

Writer states:
1. Apologized
2. I'll have a [redacted] contact you within [redacted] days to further assist you throughout the process to help solve the issues you are having sir okay

Customer states:
1. Thank you

Writer States:
1. Thank you for calling [redacted]

*** [redacted] ***
Dispatched from WIPBin = Default to Queue Callcenter by [redacted]
Reason:

*** [redacted] Eastern [redacted] ***
Accepted from Queue Callcenter to WIPBin inbox by [redacted]

*** [redacted] ***
Yanked to WIPBin default of [redacted]

*** Phone - Call - Inbound created on [redacted] and created by [redacted] ***
Cust states:
1. I had filed a case but no one has followed

Writer states:
1. How may you be helped

Cust states:
1. Veh currently at [redacted] of [redacted]
2. We had to get the veh started ourselves because we were out of [redacted]
3. The veh has been with them since [redacted]

Last name	First name	VIN of [redacted] SOUL	Case Number	Mileage
[redacted]		[redacted]		
New York [redacted]		[redacted]	Dealer: [redacted] Friendly [redacted]	

[redacted] Case [redacted] Lvl1: Complaint
[redacted] Case [redacted] Lvl2: Service
[redacted] Case [redacted] Lvl3: Service Dealer Network
[redacted] Case [redacted] Lvl4: Other

4. They were able to duplicate the concern of it not starting
5. Then all of a sudden they call and tell us to pick up veh
6. There was no documentation that my veh was in for no start
7. We feel like they arent properly

Writer states:
1. apologized
2. Would be happy to look into

Cust states:
1. This is very scary
2. We would like [redacted] to step in an tell the [redacted] to do something
3. I dont know if I can - but I feel this is a Lemon

Writer states:
1. Referred to WCIM

Cust states:
1. We have [redacted] on 2 different- [redacted] [redacted]s
2. This new [redacted]R is the [redacted] [redacted]R is the one where they wont document that they were able to duplicate concerns

Writer states:
1. Please hold while [redacted] is reached

***Writer placed caller on hold

Writer called [redacted] spoke to [redacted]

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted]
VIN: [redacted]
MY and Mileage: [redacted] Soul with [redacted]
Most recent RO# and Open Date: [redacted] opened [redacted]
Days Down at initial Service Alert report (if applicable):
Most recent Repair Issue and Diagnosis: towed in for flat tire. Correction - [redacted]
HEADLIGHTs turn off during morning time: CND
Sun visor broken - operating as designed
Had to jump start battery- charged battery - operating as designed
Able to Duplicate (Y or N): Y. N
Repeat Repair (Y/N), if so, how many times?:
Repair History of current concern with dates and mileage:
[redacted] [redacted]- car will not starts- CND
ETA for completion of repairs (if applicable):NA
Parts on order (Y/N), if so obtain part#, order#:NA
[redacted] Case (if applicable): No
Rental / Loaner Provided? If so, since when?:No

Last name First name VIN of [redacted] SOUL Case Number Mileage

[redacted]

Dealer: [redacted] Friendly [redacted]

[redacted] Case Type Lvl1: Complaint
Case Type Lvl2: Service
[redacted] Case Type Lvl3: Service Dealer Network
Case Type Lvl4: Other

Dealer contacted DPSM (if needed): No
Vehicle repaired?: NA
Customer has possession?:No
Dealer Code/Selling Dealer (Y or N) [redacted], NO
Original Owner (Y or N): No
What is current Customer Request (if needed): N/A
If HEV vehicle, is dealer HEV certified (if needed): N/A

[redacted]

**********Writer went back to caller

Cust states:
1. The no start concerns was from the [redacted] when [redacted] came in - they were not able to duplicate
2. The called [redacted] while they were still working on it and told us the car wont start and that they would look into it for us.
3. We wanted them to notate they were able to duplicate it themselves
3. The [redacted] power went out [redacted] at [redacted] and we wanted to be sure that it was noted

Writer states:
1. Please allow [redacted] days for follow up

Cust thanked

*** Phone - Call - Inbound commitment created on [redacted] with Commitment Date [redacted] and created by [redacted] ***

*** Phone - Call - Outbound created on [redacted] ([redacted] and created by [redacted] ***
Writer called [redacted] LVM

Writer states:
1.Calling to collect RO info
2.. Please call
3. Provided [redacted]# and case #

*** Phone - Call - Inbound commitment created on [redacted] with Commitment Date [redacted] and created by [redacted] ***

*** Phone - Call - Inbound created on [redacted] and created by [redacted] ***
Writer called [redacted] spoke to JR

Writer states:
1. Do you have RO info for no start or ***HEAD LIGHT*** concerns

JR states:
1. No

Writer thanked

Last name	First name	VIN of [redacted] SOUL	Case Number	Mileage
[redacted]		[redacted]	[redacted]	[redacted]

Dealer: [redacted] Friendly [redacted]

[redacted] Case Type Lvl1: Complaint
[redacted] Case Type Lvl2: Service
[redacted] Case Type Lvl3: Service Dealer Network
[redacted] Case Type Lvl4: Other

*** Phone - Call - Inbound created on [redacted] Eastern Time ([redacted] & [redacted]) and created by [redacted] ***
cust states:

1. [redacted]039.
2. This is not just about the ***HEADLIGHT***s, it's about the whole car and the problems all together.
3. We think the vehicle is a [redacted], it all started with the battery.
4. Something is wrong with this vehicle.
5. The dealership says they can't duplicate the concerns.
6. We have been stranded in this car now [redacted] since [redacted].
7. We can't even drive the car at night.
8. There is some kind of electrical issue with this car.

wrt states:

1. Apologized.
2. Referred cust to [redacted] for [redacted] her state.
3. Will update the case notes and request [redacted] get her case escalated to a higher dept for case review.

cust states:

1. I am familiar with the [redacted] laws of this state and I have exhausted all those resources.
2. We live closer to [redacted] and have been dealing with them.
3. The car is at [redacted] now, we had video footage of the concerns and showed it to the dealership.
4. They are trying to recreate the concerns.
5. Ok, thank you.

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

*** [redacted] ([redacted]) [redacted] ([redacted] & [redacted]) ***
Dispatched from WIPBin = Default to Queue Callcenter by [redacted]
Reason:

*** [redacted] ([redacted]) [redacted] ***
Accepted from Queue Callcenter to [redacted] 2. South by [redacted]

*** [redacted] [redacted] ***
Dispatched from W[redacted] South to Queue by [redacted]

*** [redacted] [redacted] ***
Accepted from Queue ZZ [redacted] to [redacted] 1- Inbox by [redacted]

*** Case note has been appended from duplicated auto-case on [redacted]

Comments from Service Alert - TL

Last_name	First_name	VIN of [redacted] SOUL	Case Number	Mileage
[redacted]		[redacted]		
		[redacted]	Dealer: [redacted] Friendly [redacted]	

[redacted] Case Type Lvl1: Complaint
[redacted] Case Type Lvl2: Service
[redacted] Case Type Lvl3: Service Dealer Network
[redacted] Case Type Lvl4: Other

Dealer : FRIENDLY [redacted]
Technician : [redacted]
Service Manager :
Dealer Phone :
DPSM [redacted]
Vehicle Model : SOUL
Model Year : [redacted]
Mileage : [redacted]
Initial comments by Technician found in TL [redacted]4 :

[Problem Description]
C/S lights on radio and steering wheel flashing.

[Diagnostics Performed]
i have a video of lights flashing. after customer dropped car off I went out to get car and battery was dead. charged battery and it came back good with [redacted] of 600CCA. Cracking is normal with [redacted] charging came back normal [redacted] no load and [redacted] loaded ripple ok. battery has been replaced [redacted] already.

*** Phone - Call - Outbound created on [redacted] and created by [redacted] ***
Writer calls [redacted] and speaks to [redacted] (Service Greeter) and Leaves a message for [redacted] (Service Manager)

Writer States:
1. Advised writer is with [redacted] in regards to case.
2. Provides case number and vehicle info.
3. Requesting RO info for vehicle concern.
4. Requesting a callback.
5. Provides a callback number and ext.

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

*** Phone - Call - Inbound created on [redacted] and created by [redacted] ***
[redacted] from [redacted]9 called and states:
1. Now it is my understanding they are having issues with battery. We checked battery and alternator, [redacted] were fine. That was on the previous RO for the tires
2. Without being able to duplicate, we can't do anything.
3. Based off of the video, we can assume that was draining the battery but we were never able to prove or disprove that.
4. Based off of that same video, TL suggested to replace the multifunction switch.
Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted]
VIN: [redacted]
MY and Mileage: [redacted] Soul with [redacted]
Most recent RO# and Open Date: RO [redacted]
Days Down at initial Service Alert report (if applicable):

[redacted]

Consumer Affairs [redacted]

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

[redacted] Case Type Lvl1: Complaint
Case Type Lvl2: Service
[redacted] Case Type Lvl3: Service Dealer Network
Case Type Lvl4: Other

Most recent Repair Issue and Diagnosis: cust states lights turn off without them touching anything. We CND opened TL case and they suggested replace multifunction switch. We replaced windshield and wheel bearing. We had the veh here for [redacted], never happened to us.
Able to Duplicate (Y/N): N
Repeat Repair (Y/N), if so, how many times?:
Repair History of current concern with dates and mileage:
ETA for completion of repairs (if applicable):
Parts on order (Y/N), if so obtain part#, order#: N
Techline Case (if applicable): [redacted]
Rental / Loaner Provided (Y/N) If so, since when?: N
Dealer contacted [redacted]M (Y/N if needed): N
Vehicle repaired (Y/N): Y
Customer has possession (Y/N): Y
Dealer Code/Selling Dealer (Y/N):
Original Owner (Y/N):
What is current Customer Request (if needed):

*** Phone - Call - Outbound created on [redacted] and created by [redacted] ***
Writer calls [redacted]

Writer States:
1. Advised writer is with [redacted].
2. Provides case number.
3. Followed up with the dealer regarding your vehicle concerns.
4. Will be escalating your case to [redacted].
5. [redacted]R will be following up with you within [redacted].
6. Requesting a callback for any questions or concerns.
7. Provides callback info.

*** Note - Others created on [redacted] and created by [redacted] ***
Dispatching case to [redacted]:
1. Customer is claiming lemon law.
2. Vehicle was at [redacted] for concern.
3. Customer callback number is [redacted].

*** Phone - Call - Inbound created on [redacted] and created by [redacted] ***
Writer sent notification of escalation to [redacted] JBrownlee as an FYI.

*** [redacted] ***
Dispatched from W[redacted] = Working to Queue Southern Region 1 by [redacted]
Reason:

*** [redacted] ***
Accepted from Queue Southern Region 1 to W[redacted] OPEN CASE by [redacted]

*** [redacted] ***
Sub [redacted] Opened, Owner = [redacted], Priority = Standard, Assigned = [redacted]
[Initial Description]
Please contact dealer for diagnosis/repair/part ETA.

Last name First name VIN of [redacted] SOUL Case Number Mileage

[redacted]

Dealer: [redacted] Friendly [redacted]

[redacted] Case Type Lvl1: Complaint
Case Type Lvl2: Service

[redacted] Case Type Lvl3: Service Dealer Network
Case Type Lvl4: Other

*** Phone - Call - Inbound commitment created on [redacted] with Commitment Date [redacted] and created by [redacted] ***

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

*** Phone - Call - Inbound commitment fulfilled on [redacted] with Commitment Date [redacted] closed by [redacted] ***
Writer called customer, [redacted] left vm

1. Introduced, apologized that you were having issues with ***HEADLIGHT***s not working correctly.
2. Calling to follow up with customer regarding case sent to [redacted]R office
3. Left name, number & case# for return call, if further assistance is needed.

*** Phone - Call - Inbound commitment created on [redacted] with Commitment Date [redacted] and created by [redacted] ***

*** Sub Case # : [redacted] Phone - Call - Outbound created on [redacted] and created by [redacted]

SECC contacted [redacted] (Svc adv) [redacted] regarding vehicle repair status

[redacted] states:
1. Vehicle is no longer in service
2. Replaced MFS due to ***HEADLIGHT*** flickering
3. Customer has not returned since repair

Writer states:
1. Understood
2. Thanked

*** [redacted] ***
Sub [redacted] Closed, with Resolution Code: Information Given

*** Phone - Call - Inbound commitment fulfilled on [redacted] with Commitment Date [redacted] closed by [redacted] ***
Writer called customer, [redacted] left vm

1. Introduced, apologized ***HEADLIGHT***s were flickering
2. Calling to follow up with customer regarding case sent to [redacted]R office
3. Left name, number & case# for return call, if further assistance is needed.

*** Phone - Call - Inbound commitment created on [redacted] with Commitment Date [redacted] and created by [redacted] ***

*** Phone - Call - Inbound commitment fulfilled on [redacted] with Commitment Date [redacted] closed by [redacted] ***
Writer called customer, [redacted] left vm

1. Introduced,
2. Calling to follow up with you after repairs were completed

Last_name **First_name** **VIN of** [redacted] SOUL **Case Number** **Mileage**

[redacted] Dealer: [redacted] Friendly [redacted]

[redacted] Case Type Lvl1: Complaint
Case Type Lvl2: Service
[redacted] Case Type Lvl3: Service Dealer Network
Case Type Lvl4: Other

3. Are there any further concerns at this time?
4. If you need further assistance, please contact me directly, left name, number & case# for return call.

*** Phone - Call - Inbound commitment created on [redacted] with Commitment Date [redacted] and created by [redacted] ***
if no return call from customer, close case

*** Note - Others created on [redacted] ([redacted] & [redacted]) and created by [redacted] ***
SECA reviewed case.

*** Phone - Call - Inbound commitment fulfilled on [redacted] with Commitment Date [redacted] closed by [redacted] ***

*** [redacted] ***
Closed with Resolution Code : Information Given
[Resolution Summary]

[redacted]

Consumer Affairs [redacted]

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

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

[redacted] Case Type Lvl3: Exterior
Case Type Lvl4: Exterior Lamp

Case History

Dealer : [redacted]
Technician : [redacted]
Service Manager :
Dealer Phone :
DPSM : [redacted]
Vehicle Model : SOUL +
Model Year : [redacted]
Mileage : [redacted]
Initial comments by Technician found in TL [redacted]5 :

[Problem Description]
CUSTOMER STATES ***HEADLIGHT***S FLICKER AFTER DRIVING..

[Diagnostics Performed]
UNABLE TO DUPLICATE CONCERN. AT LAST VISIT WE PERFORME[redacted] IPM LOGIC IMPROVEMENT.
CUSTOMER SAYS IF HELPED FOR A [redacted].

*** Assigned to [redacted] default of [redacted] on [redacted]
*** [redacted] ***
Dispatched from WIP default to Queue [redacted] by

*** [redacted] Eastern Time ([redacted] & [redacted]) ***
Accepted from Queue [redacted] SA\TL to [redacted] SA/TL by [redacted]

*** [redacted] Eastern Time ([redacted] & [redacted]) ***
Dispatched from WIP SA/TL to Queue [redacted] by [redacted]

*** [redacted] ([redacted] [redacted] ***
Accepted from Queue [redacted] SA/TL West to [redacted] 5. [redacted] by [redacted]

*** [redacted] ***
Dispatched from W[redacted]. [redacted] to Queue [redacted] by [redacted]

*** [redacted] ***
Accepted from Queue ZZ [redacted] to [redacted] 5. [redacted] by [redacted]

*** [redacted] ([redacted] [redacted] ***
Dispatched from W[redacted]. [redacted] to Queue [redacted] by [redacted]

*** [redacted] ([redacted] [redacted] ***
Accepted from Queue ZZ [redacted] to [redacted] to be assigned by [redacted]

*** [redacted] ***
Dispatched from WIP to be assigned to Queue [redacted] by [redacted]

*** [redacted] ***
Accepted from Queue ZZ [redacted] to [redacted] Default by [redacted]

*** [redacted] ***

[redacted]

[redacted] of 3

Last name	First name	VIN of [redacted] SOUL	Case Number	Mileage
[redacted]		[redacted]		

[redacted] Dealer: [redacted] of [redacted]

[redacted] Case Type Lvl1: Complaint
Case Type Lvl2: Quality
[redacted] Case Type Lvl3: Exterior
Case Type Lvl4: Exterior Lamp

Case moved into [redacted] Default and Sub Status of Working

*** Phone - Call - Outbound created on [redacted] and created by [redacted] ***
Writer states
1 Called dealership
2 Spoke with [redacted]
[redacted] stated
1 Replaced ***HEADLIGHT*** combo switch, per techline
2 Issue fixed

Customer Name: [redacted]
Customer phone #: [redacted]
Customer address: [redacted]
VIN: [redacted]
MY and Mileage: [redacted] Soul+
Most recent RO# [redacted] Open Date: [redacted] Close date: [redacted]
Days Down at initial Service Alert report: 3
Most recent Repair Issue and Diagnosis: Customer says, ***HEADLIGHT***s flicker
Able to Duplicate:
Repeat Repair:
ETA for completion of repairs:
Parts on order:
Techline Case #: [redacted]
Rental / Loaner Provided: N
Dealer contacted DPSM:
Vehicle repaired?: Y
Customer has possession?: Y
Dealer Code/Selling Dealer: [redacted]
Original Owner: N

*** [redacted] ***
Dispatched from [redacted] = 4 [redacted] to [redacted] SA Vehicle Repaired by [redacted]
Reason:

*** [redacted] ***
Accepted from Queue SA Vehicle Repaired to [redacted] to be assigned by [redacted]

*** [redacted] ***
Dispatched from WIP to be assigned to [redacted] by [redacted]

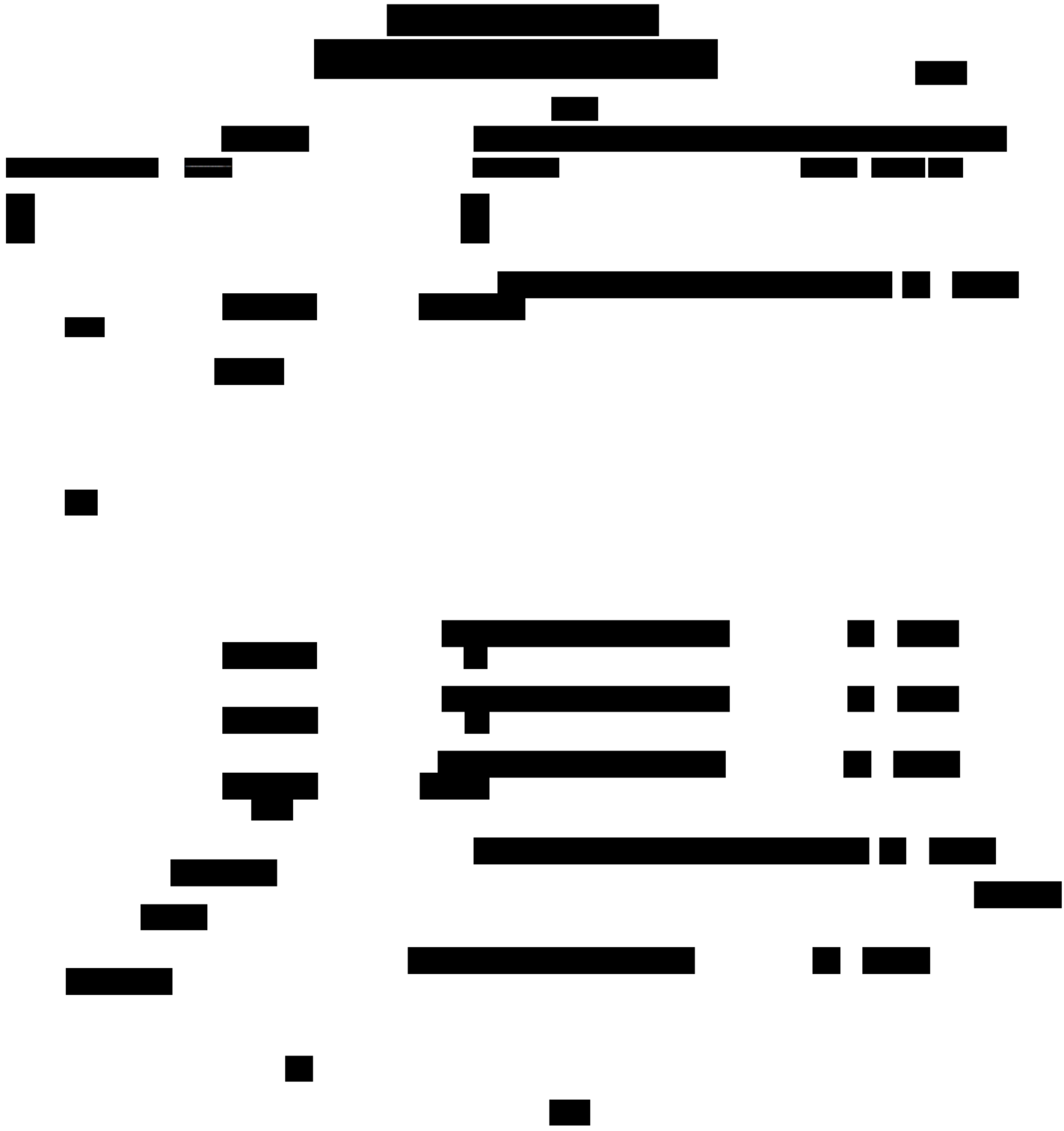
*** [redacted] ***
Accepted from [redacted] ZZ [redacted] to [redacted]

*** [redacted] ***
Case moved into [redacted] 4. WEDNESDAY and Sub Status of Working

*** Phone - Call - Outbound created on [redacted] and created by [redacted] ***
1. Called Customer about repairs
2. Left voicemail
3. Left call back number

[redacted]

[redacted]



[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]



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