

CASE NUMBER: [REDACTED] STATUS: Information Provided
 OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
 RESPONSE TEAM: US [REDACTED] Customer NA [REDACTED] COMMUNICATION: Phone
 CASE [REDACTED]: Vehicle Concern | Financial Assistance | Out Of Warranty Coverage |
 DEALER NAME [REDACTED]
 [REDACTED] CODE [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]
 VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: MEDIUM HEAVY MILEAGE: [REDACTED]
 BODY STYLE: [REDACTED] REGCAB DIESEL STRAIGHT
 LAST NAME [REDACTED] MIDDLE: [REDACTED] D | [REDACTED] Y |
 ADDRESS: [REDACTED]
 [REDACTED] COUNTRY: [REDACTED] S | IN | [REDACTED] | [REDACTED]
 HOME PHONE:
 SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak
 ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]
 COMMENTS:
 [REDACTED]

VIN: [REDACTED]
 Name: [REDACTED]
 Phone: [REDACTED]
 EMAIL: [REDACTED]
 Best Contact Method: phone

*Mileage: [REDACTED]
 [REDACTED] Model: [REDACTED] - Delivery truck

** (CONCERN) fuel leak – being towed

CUST SAYS: Warranty status - [REDACTED] Broke down on side of highway with a fuel line leak. Purchase that his business partner made for [REDACTED]. He had to pay to have the fuel leak cleaned before it could be towed. ROADSIDE ADVISED THERE IS ONLY COVERAGE ON HIS TRUCK UNTIL [REDACTED]. CXS was not able to verify this and advised I will look into that.

Another previous concern he had was the brake light housing falling off and had to have that fixed while over the road. The brake light housing for [REDACTED] had broken welds and he had to pay to have them repaired on the road. He can't believe this happened. It does have a modified box on the truck. The financial strain this vehicle has caused in his business for being a new truck.

Also, he had a cracked Fuel filter housing repair made at a [REDACTED] dealer and they advised it was not warranty because someone had cracked it from possibly the last oil change.

Dealer Says: Capital [REDACTED] in NC – being towed to this dealer.

[REDACTED] C advised: I have started a case for you. I will follow up on [REDACTED] to give the towing company and the dealership time to verify the concern and diagnose to see if I need to provide any assistance. I will have a better opportunity to assess the situation once the [REDACTED] is at the dealer and we know happened and what is covered or not. Understood. He asked if he can call in sooner and CXS advised he can.

NEXT STEPS: CXS provided contact info and follow up for [REDACTED]. Call [REDACTED] find out the details of the dealer completing the diagnosis and their findings and then determine if a call to the dealer is necessary or are we looking into towing reimbursement.

ROADSIDE Truck – [REDACTED] and [REDACTED] Roadside Coverage:

Roadside Assistance: [REDACTED]

Roadside Assistance
 Phone: [REDACTED]

Roadside Assistance benefits are complimentary on all new [REDACTED] and [REDACTED] vehicles during the bumper-to-bumper limited warranty period ([REDACTED] or unlimited miles).

Based on this information, the customer should be able to submit the roadside request for a refund direct to RSA for possible reimbursement.

Case Number : [REDACTED]
Customer : [REDACTED]
Mobile Phone : [REDACTED]

LTV Score :
Vehicle Purchase Status : Original Owner

Dealer Name : [REDACTED]
Dealer P&A : [REDACTED]
Dealer phone : [REDACTED]

VIN : [REDACTED]
Year : [REDACTED]
Make : [REDACTED]
Model : [REDACTED]
Mileage : [REDACTED]
Engine Specification : [REDACTED]
Transmission Specification : [REDACTED]
Warranty Start Date : [REDACTED]
Open Recall/FSA : [REDACTED]
ESP : [REDACTED]
Hotline Contact : [REDACTED]
Warranty History : [REDACTED]

Case Number : [REDACTED]
Customer : [REDACTED]
Mobile Phone : [REDACTED]

LTV Score :
Vehicle Purchase Status : Original Owner

Dealer Name : [REDACTED]
Dealer P&A : [REDACTED]
Dealer phone : [REDACTED]

VIN : [REDACTED]
Year : [REDACTED]
Make : [REDACTED]
Model : MEDIUM HEAVY
Mileage : [REDACTED]
Engine Specification : [REDACTED] OHV T/C SCORPION DSL-A
Transmission Specification : 6 SP AUTO TRANS ([REDACTED]) SM DSL
Warranty Start Date : [REDACTED]

Open Recall/FSA : NONE
ESP : NONE
Hotline Contact : NO
Warranty History : NO

OBC TO DEALER -- [REDACTED] Dealer Name : [REDACTED] Dealer P&A : [REDACTED]
[REDACTED] Dealer phone : [REDACTED] with Commercial [REDACTED] in service. Advised that I was calling to get an update on this truck, last 8 or VIN [REDACTED]. Advised that I was seeking information on if the truck arrived on a tow truck, is it still there, has it been diagnosed, is it repaired and picked up, or is there no record. Provided email address [REDACTED] and phone [REDACTED] and [REDACTED] or next rep and provide case number [REDACTED]. Someone will update the case and notify me. OBC TO [REDACTED] OMER [REDACTED]. Spoke with Mr. [REDACTED]. The truck did make it to the dealer and the dealer repaired a broken fuel line. He did pay for the repair. [REDACTED] said it is possible that it was broken by the person who previously worked on the truck. He has made a decision to just use the [REDACTED] dealers for his PM. They were using someone in between at shops to change oil, and they are going to stop using IRFs and stay with [REDACTED] now. That way the techs that know the truck are working on it because too many things seem to be breaking like the oil filter housing and the fuel filter housing were [REDACTED] cracked and he doesn't know how or who cracked the m. [REDACTED] advised that would be a good idea. [REDACTED] advised to email me the repair receipts for the tail light brackets falling off and I will see what I can do with those and to email me the tow bill and the repair bill so I can review to assist with those if possible. NEXT STEPS: [REDACTED] S to review fro email reply with the receipts requested, then review and call the customer with an update on the review decision.

[REDACTED] FROM [REDACTED] [REDACTED] EXT [REDACTED]

Name [REDACTED]
Phone: [REDACTED]

[REDACTED] SAYS: states vehicle arrived on [REDACTED] and repaired and returned to cs on [REDACTED]. Cs paid for the repairs.

[REDACTED] ADVISED: I would update case for agent

[REDACTED]
[REDACTED] ext [REDACTED] assisting [REDACTED] ext [REDACTED]:

OBE TO CUST:

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

Good morning,

I am a [REDACTED] Customer Experience Specialist and I am assisting [REDACTED] with your case [REDACTED]. My apologies for the delayed follow up. [REDACTED] from [REDACTED] reached out letting us know that repairs are complete on your [REDACTED]. According to the case notes, you are going to be sending receipts to get them reviewed for possible reimbursement. Please send the receipts when you get a chance. [REDACTED] be following up with you.

Thank you,

[REDACTED]
Customer Experience Specialist, [REDACTED] Team

O: [REDACTED] option 1 then 1, ext. [REDACTED]

CASE UPDATE -- [REDACTED] [REDACTED] [REDACTED] has not received any information from the customer on this request for receipts for the tail light brackets and for the repairs he paid for. NEXT STEPS: [REDACTED] to review for CUST email or reply to email requesting the receipts. If no receipts by [REDACTED] S will close the case and if the customer calls back in we can address at that time.

EMAIL TO CUST:

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

Good afternoon,

I am writing regarding the case number mentioned above.

Further to earlier correspondence, since we have not received the receipts for the tail light brackets for review, we are resolving this case.

Please do not hesitate to contact us if you require any additional assistance.

Thank you for being part of the [REDACTED] family !

Have a nice day!

Respectfully,

[REDACTED]
Customer Experience Specialist, [REDACTED] Team

O: [REDACTED] then 1, ext [REDACTED]

next steps: resolve

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
RESPONSE TEAM: [REDACTED] Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV [REDACTED]: Vehicle Concern | CSM Assistance Request | |

DEALER NAME [REDACTED]
PA CODE [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] DUTY MILEAGE: [REDACTED]

BODY STYLE: [REDACTED]
LAST NAME [REDACTED]: [REDACTED] | [REDACTED] |

ADDRESS:
[REDACTED] ZIP COUNTRY: | | |

HOME PHONE:
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak

ANALYST NAME: # [REDACTED] OPEN ANALYST NAME: SYSTEM

COMMENTS:

[REDACTED] [REDACTED]

Case Number : [REDACTED] Customer contacted our dealership to inform us of an issue he had while driving. Customer stated fuel started leaking from the vehicle. Customer stopped driving and called a tow truck to tow vehicle to closest repair facility. When vehicle arrived and [REDACTED] & tire, they found the fuel filter housing was cracked and fuel was leaking. The repair facility replaced the fuel filter housing so the customer could get back on the road. Customer contacted our dealership to get refunded for the repair and the tow and the vehicle is still under the factory warranty. Customer : APPALACHIAN WATER INC Business Phone : NA Home Phone : NA Mobile Phone : [REDACTED] Score : [REDACTED] Vehicle Purchase Status : Original Owner [REDACTED] Credit Contract Number : NA Part Number : [REDACTED] Dealer Name : [REDACTED] Dealer P&A : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : [REDACTED] DUTY Mileage : [REDACTED] Engine Specification : [REDACTED] T/C Diesel Transmission Specification : [REDACTED] (RWD) Warranty Start Date : [REDACTED] Open Recall/FSA: NO ESP : NO Hotline Contact : NA Warranty History : [REDACTED]

[REDACTED]

[REDACTED] DXS- Upon review, it appears the vehicle does not meet CLP guidelines because the vehicle is still within warranty. [REDACTED] Company is unable to provide financial assistance at this time. Please advise the customer to mail their original receipts, along with the repair order, to the respective mailing address below. Eligible roadside services will be reimbursed at a reasonable cost. Cars, Trucks up to E/F [REDACTED] & 250 [REDACTED] For Roadside Assistance Claims Reimbursement [REDACTED] FAX: [REDACTED] NEXT STEP- OB portal message, schedule F/U: [REDACTED] In reference to Case No. [REDACTED] Upon review, it appears the vehicle does not meet CLP guidelines because the vehicle is still within warranty. [REDACTED] Company is unable to provide financial assistance at this time. Please advise the customer to mail their original receipts, along with the repair order, to the respective mailing address below. Eligible roadside services will be reimbursed at a reasonable cost. Cars, Trucks up to E/F [REDACTED] & [REDACTED] Roadside Assistance Claims Reimbursement [REDACTED] FAX: [REDACTED] As I will be completing this case, please look for an email in the next 24 [REDACTED] with a brief survey regarding your experience with me. [REDACTED] and I value your candid feedback to understand how we can improve in the future. Should you need to contact me again, you may reach me directly at [REDACTED] or by phone at [REDACTED] [REDACTED] I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. For a quicker response, please provide your case number indicated above. Thank you again for being a good [REDACTED] Partner. Regards, [REDACTED] ext. [REDACTED] [REDACTED] Company © [REDACTED] Dealer Experience Specialist, [REDACTED] Team [REDACTED] office: [REDACTED] eFax: [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
RESPONSE TEAM: US [REDACTED] Customer NA CRC COMMUNICATION: Phone
CASE [REDACTED]: Vehicle Concern | Repair Assistance | Multiple Repair Attempts |
DEALER NAME: [REDACTED]
[REDACTED] CODE [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]
BODY STYLE: [REDACTED] REG CAB CHASSIS [REDACTED]
LAST NAME [REDACTED] NAME MIDDLE [REDACTED] | [REDACTED]
ADDRESS:
[REDACTED] ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Running | Not Listed | UNKNOWN
ANALYST NAME: [REDACTED] OPEN ANALYST NAME [REDACTED]
COMMENTS:
[REDACTED] [REDACTED]

[REDACTED] FROM CUS:-

[REDACTED] (6 [REDACTED])
[REDACTED]
[REDACTED]
[REDACTED]
BCM- Call

[REDACTED] - Concrete pump truck
[REDACTED]
[REDACTED] - Duty
[REDACTED]
[REDACTED]
[REDACTED]

Cus was blind transferred from other department. Cus informed truck is upfitted to pump concrete and the fuel line system keeps blowing off. He advised this is the [REDACTED] it happened and he has to be paying for a number of tows and also for repairs since [REDACTED] dlr advised it is not warranty. Cus informed this is like the [REDACTED] tow and he already spent [REDACTED] in repairs. Cus advised dlr reprogrammed the knox sensor multiple times and each time it got worst. Cus advised the diesel particulate filter indicator is now on, saying that it needs to be serviced. Cus informed that he would like to pursue buyback or get the truck fixed.

I informed cus that i will send him an email with the info i need for the buyback claim and also advised i will provide roadside assistance contact as well in order for him to submit claim for possible reimbursement for the towing fees. I also advised what is not covered, he can provide the receipts of what is not paid and i will review for possible reimbursement on my end.

Cus informs the upfitter is saying it is the fault of [REDACTED] and [REDACTED] saying this is the upfitter issue who put the pump onto the truck. Cus will try to get the vehicle to [REDACTED] truck asap but it is projected to snow.

Case number was provided and email will be sent shortly.

[REDACTED] [REDACTED]

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : [REDACTED]
Vehicle Purchase Status : Subsequent Owner
[REDACTED] Credit Contract Number : [REDACTED]
Part Number : [REDACTED]
Dealer Name : [REDACTED]
Dealer P&A : [REDACTED]
Dealer phone : [REDACTED]
VIN : [REDACTED]
Year : [REDACTED]
Make : [REDACTED]
Model : [REDACTED]
Mileage : [REDACTED]
Engine Specification : [REDACTED] V8 T/C DSL
Transmission Specification : [REDACTED]
Warranty Start Date : [REDACTED]
Open Recall/FSA : [REDACTED]
ESP : [REDACTED]
Hotline Contact : [REDACTED]
Warranty History : [REDACTED]

OBE TO CUS:-

From: [REDACTED] (C.)
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]

Good Afternoon Mr. [REDACTED],

I am Cheo with [REDACTED] and I will be assisting with your vehicle concern moving forward. Your full case and VIN numbers are in the subject line of this email for your reference. Please provide the information below in order for me to submit the buyback claim and the contact for roadside assistance is below as well. You can contact them to submit reimbursement claim for the towing fees. Please let me know when truck makes it to [REDACTED] dealer and I will follow up again on [REDACTED] if still no response.

Roadside Assistance U.S.: [REDACTED]
Hours of Operation (HOOP): 24/7

Name(s) on the Title:
Address:
Email Address:

Customer (purchasing or leasing the vehicle): -
Please provide Point of Contact at Business (Name, Tel#, Email Address Required): -

Please [REDACTED] provide Vehicle Registration and Bill of Sale (Required)

Vehicle Information
VIN:
Current Mileage:
Ownership Status (New, Used, or CPO): -
Purpose of vehicle (personal or Business): -

Vehicles registered to the business. (If yes to business)

Has the vehicle been modified for Business/Commercial Use? (Yes or No) -
If yes, please explain modifications. (Lift Kit...etc.) -
What is the commercial vehicle used for? (Delivery, Towing...etc.)

Exact Purchase Date (Enter month, date, and year):
Exact Mileage at Purchase (Enter mileage. Do not round up or down):

Vehicle Current Location
Is the vehicle currently at the Dealership? (Yes or No): -
If yes, please provide name of Dealer: -

State Where Purchased:
State Where Registered:

Purchased from Dealer?
Dealership (if yes):

Primary Reason for Repurchase:

Regards,

[REDACTED]
Customer Experience Specialist, [REDACTED] Team
O [REDACTED] then 1, ext. [REDACTED]

Next Step:- Waiting for Buyback info from cus to submit buyback claim and also for vehicle to reach to [REDACTED] dlr.

OBC TO CUS:-

Left VM for cus to provide update on whether he got vehicle to [REDACTED] medium truck center and also if he is still willing to pursue the buyback claim.

I advise i will follow up again on [REDACTED] if no response.

Next Step:-Waiting for Buyback info from cus to submit buyback claim and also for vehicle to reach to [REDACTED] dlr.

CONTACT VIA: Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED] Company: [REDACTED] Position: [REDACTED] FIN: [REDACTED] VIN: [REDACTED] Owned: [REDACTED] Dealer: [REDACTED] Service Advisor: [REDACTED] Symptom Codes: [REDACTED] Mileage: [REDACTED] CUST SAYS: [REDACTED] I just missed a call from a man named [REDACTED], but he didn't leave any contact information. Like I told him before, the BB would be nice if they're not able to fix it. We've had it since [REDACTED] and we've had nothing but problems. I really need the truck to work vs... I don't know how a BB works. Rush is probably the only dlr I've been taking it to in [REDACTED]. It should be delivered there any minute now. I was told it should be by [REDACTED] but we had a pretty bad snow storm so I told him don't be a hero. I'm disgusted with the upfitter because they've only been trying to blame y'all. Dlr Contact: CXS ADVISED: I'm more than happy to pull the case up to see what Cheo called for. It looks like he was trying to see if you were ready to send the docs for the BB. You would need the bill of sale and vehicle registration, and he will either ask verbally or send a series of questions asking about things like the exact mileage at time of sale. I will update the case notes and let him know you called in and you only want the BB if the truck can't be fixed. [REDACTED] COMPANY Dominique [REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED] O: [REDACTED] [REDACTED] [REDACTED]

Next Step:- Find out from cus if vehicle made it to dlr and who his SA advisor is.

[REDACTED] TO [REDACTED] -

No answer from service after multiple attempts.

[REDACTED] TO CUS:-

Contacted cus and he confirmed that the truck is at the dlr and he has not hear from them since dropping it off. Cus informed the guy he was dealing with nam [REDACTED]. I informed i am having a difficult time getting to them but will continue trying and will provide another update the latest [REDACTED]

[REDACTED] TO [REDACTED] -

Still no answer, went to voicemail.

[REDACTED] TO [REDACTED] -

Tried to speak with Parts team to get SM email, but they were of no help neither.

OBE TO [REDACTED] -

From: [REDACTED] (C.)
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: [REDACTED] - [REDACTED]

Good Afternoon Mr. [REDACTED] & Mr. [REDACTED].

I am Cheo with [REDACTED] and I am trying to assist a mutual customer of ours, EGD construction with their truck repair. Their case and VIN numbers are in the subject line of this email.

I am trying to find out the name and email of the service advisor working on the vehicle, in order for me to reach out and see how best as possible my team can assist. I was trying to contact the dealership multiple times but could not get through to anyone.

Regards,

[REDACTED]
Customer Experience Specialist, [REDACTED] Team

O: [REDACTED] option 1 then 1, ext. [REDACTED]

Next Step:-Waiting for update from email sent to dlr to find out name and email of service advisor working with the vehicle.

[REDACTED] TO [REDACTED] -

Spoke with Medium duty service and they informed the service advisor [REDACTED] is out on [REDACTED] training and should be back on [REDACTED]

Service advised that there are diagnosis notes, so SA advisor has started looking at the vehicle already.

OBE TO [REDACTED] -

From: [REDACTED] (C.)
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED]

Good Afternoon Mr. [REDACTED]

I am Cheo with [REDACTED] and I am trying to assist a mutual customer, EGD construction, with their truck repair. Their case and VIN numbers are in the subject line of this email.

The customer is having an issue with the fuel line system and advised the vehicle is running rough. Please let me know if there is a clear path to repair. If you need any assistance with the repair, you can reach out to [REDACTED]'s technical hotline and they should be able to assist.

Regards,

[REDACTED]
Customer Experience Specialist, [REDACTED] Team
O [REDACTED] then 1, ext. [REDACTED]

OBC TO CUS:-

Spoke with cus to provide update that SA is out on [REDACTED] Training. Cus advised he was given this update already and that we are all on the same page.

I informed i will continue to monitor the situation and will provide another update on [REDACTED]

Next Step:-Waiting for update from dlr regarding repair status and update cus.

OBC TO [REDACTED] -

Spoke with service and they informed the vehicle is done and ready for pick up.

OBC TO CUS:-

Spoke with cus and informed him of the update provided by the dealership. Cus had concern why he had to be paying for repairs that keeps on happening and it is not covered under warranty. I explained to the customer that this might be as a result of the aftermarket modifications, but on the repair order that will be given to him, it will state what the cause was, and how it can be rectified. Cus wanted it to be written clearly that it was a fault of [REDACTED] workmanship. I informed cus that i cannot make any promises, but will let the dlr know of his intentions.

OBC TO [REDACTED] -

Spoke with [REDACTED], the SA, and he informed the upfitter paid for the repair, so there is no need to put that the upfitter cause it on the RO.

OBC TO CUS:-

Spoke with cus and informed that the upfitter took care of the repair cost. Cus informed he will send someone to pick it up [REDACTED]

I advise cus that i will be out of office [REDACTED] and will follow up with him when i return on [REDACTED] to find out if repair was done to satisfaction.

OBE TO CUS:-

From: [REDACTED] (C.)
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED]

Good Afternoon Eric,

Whenever your team picks up the vehicle, please inform if repair was done to satisfaction before I deactivate the case.

I will be out of office starting [REDACTED] but I will follow up with you when I return on [REDACTED]. If you need any assistance before then, you can contact the [REDACTED] service team, provide your case number, and they will be able to assist.

Regards,

[REDACTED]
Customer Experience Specialist, [REDACTED] Team
O: [REDACTED] option 1 then 1, ext. [REDACTED]

Next Step:- Waiting for repair satisfaction from cus before deactivating case.

NEXT STEPS:

confirm CUST satisfaction with repairs, resolve case
LCXS moving f/u from [REDACTED] to [REDACTED] for CXS to f/u once more before OOO

NEXT STEPS:

confirm CUST satisfaction with repairs, resolve case
LCXS moving f/u from [REDACTED] to [REDACTED] for CXS to f/u once more before OOO

IBE FROM CUS:-

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED] (C.)
Subject: Re: [REDACTED]

WARNING: This message originated outside of [REDACTED]. Use caution when opening attachments, clicking links, or responding.

Hello,

We took possession of our truck [REDACTED] and it's leaking fuel [REDACTED]. Had to cancel our job [REDACTED] and [REDACTED]. It's on me to pay for towing back to [REDACTED]. I just paid [REDACTED] to have it towed to them to make the necessary repairs which were not warrantied. Nothing on this truck has ever been covered by the warranty. I'm being charged [REDACTED] per day in liquidated damages on a job because this truck is always broken. Let's get it repaired properly and promptly. Rush is open until midnight tonight but they can't work on it even if I could get it there. They're open until [REDACTED] but they only work on [REDACTED]. The truck will be there by [REDACTED]. I expect them to start the repair [REDACTED] and not put me on the back burner.
Thank you!!

[REDACTED]
[REDACTED]
[REDACTED] (mobile)

OBE TO CUS:-

From: [REDACTED] (C.)
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: [REDACTED] CAS [REDACTED]

Good Evening Mr. [REDACTED]

I apologize to hear that the vehicle is still giving issues. As it regards to the towing bill, please contact [REDACTED] Roadside assistance to submit claim for reimbursement. Whatever they are not able to reimburse, you can email the final repair order you received and also the paid towing bill, with also what [REDACTED] decided to reimburse. I will review for possible reimbursement of the difference with my team and advise.

Roadside Assistance [REDACTED]

Mr. [REDACTED], the customer is requesting if his vehicle can be started on [REDACTED], since he has been trying to get this repair done for sometime now. Please inform if your team will be able to honor his request.

Regards,

[REDACTED]
Customer Experience Specialist, [REDACTED] Team

O: [REDACTED] option 1 then 1, ext. [REDACTED]

Next Step:- Find out from dlr if they receive the vehicle and when they will be able to work on it.

Vice message from Dlr:-

DSA left VM to request if I can give him a call as it regards to the repair he is doing for customer. He informed the truck is very modified and would like to update me on what the current situation.

OBC TO [REDACTED]:-

Spoke with [REDACTED] and he informed they found a split O ring on [REDACTED] of the injectors. [REDACTED] informed they removed the [REDACTED] tank and upfitted fuel tanks of their own.

Dlr is not sure of the full cause as yet, as they are diagnosis still, so he cannot determine if the upfitter (Cus) will have to pay for it, or if it is a [REDACTED] issue. [REDACTED] informed he is looking at a completion date of [REDACTED].

I informed [REDACTED] will be out of office [REDACTED] and the rest of the weeks, but will follow up with him next week when I return.

OBC TO CUS:-

Spoke with Mr. [REDACTED] and advised the update given by the dlrship. Cus hopes it is fixed by the latest [REDACTED], as they have a big job to do on [REDACTED], where they have to pump concrete for [REDACTED].

I informed cus that I will be out of office for the rest of the week but will follow up with him when I return on [REDACTED]. I informed cus if he needs any assistance before then, he can contact [REDACTED] provide his case number, and they will be able to assist.

Next Step:- Find out from dlr/cus if vehicle is complete and if it is running to satisfaction now.

OBC TO [REDACTED]:-

Spoke with service and they informed the vehicle was done [REDACTED] and picked up on [REDACTED].

OBC TO CUS:-

Spoke with Mr. [REDACTED] and he informed the vehicle is working fine and the fuel lines have not blown off as yet. Cus informed they used the truck [REDACTED] already.

I informed cus that I will notate this on my end and will deactivate the case. I advised cus that if he has any further issues, he can contact the [REDACTED] team and a new case will be created for assistance.

Next Step:- Deactivate case once safety net is complete.

Safety Net: nothing further needed, resolve case

[REDACTED]

Next Step:- Deactivate case on appointment date

CASE ATTACHMENTS: