

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] Inbound COMMUNICATION:  
CASE [REDACTED] [REDACTED]: Dealer - Information | Warranty/ESP Coverage Inquiry | No Repair / Denial | Lack Of Maintenance/Customer Damage  
DEALER NAME [REDACTED]  
[REDACTED] CODE: [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB - DRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY: NEW ULM | TX [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | Always  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:  
[REDACTED] "By [REDACTED]" - fuel system needs to be replaced, has rust, metal and water in the fuel filter housing, DTC  
[REDACTED] [REDACTED] [REDACTED], fuel filter was cracked and was continued to be driven

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] CCT COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | CCT Criteria |

DEALER NAME [REDACTED]  
[REDACTED] CODE [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREWCA [REDACTED]  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] R | REED | E  
ADDRESS: PO [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] N | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:

CONTACT VIA: EMAILDDCUST SAYS: DDCust took his vehicle to the [REDACTED] for fuel system service. He said after he left the [REDACTED] he notices the fuel filter was leaking. He took it back to the [REDACTED]. The concern was still present when he picked his vehicle up. He called another [REDACTED] and they said he would have to take it back to the dlr that did the service. Cust is seeking repair assistance. DDDDPER CUST, [REDACTED] SAYS:DDManager of quick lane said the tech Pulled water plug out and put back in. DDDDCRC ADVISED:DDI will escalate your case/request to our [REDACTED] Customer [REDACTED] Manager who works daily with your dealership's management team. The [REDACTED] Customer [REDACTED] Manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [REDACTED] Customer [REDACTED] Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer [REDACTED] Manager within [REDACTED]. The case number that I have established for you [REDACTED] is [REDACTED].

"By [REDACTED] - Dealer replaced fuel filters on [REDACTED]. Customer came into dealer on [REDACTED] stating he had a fuel leak. Dealer found WIF module leaking. This component was drained during filter replacement. Dealer had Senior Master Diesel tech diagnose leak on [REDACTED]. Found no concern. Cleaned up housing and reattached WIF. Tech let run on rack for [REDACTED] no leaks present. Customer called dealer [REDACTED] and said fuel leak is back again. Dealer told customer they would order a new housing and would install under warranty when part came in. Leak is not the result of any dealer workmanship repair or maintenance as the leak developed 27 days after filter replacement. Dealer will accommodate customer to the best of our ability to get faulty part replaced in a timely manner. Thanks.

Cust request email contact. [REDACTED] does not have access to email at this time. Forwarded email to assisting [REDACTED] M for customer delivery. DDDDMr. [REDACTED] let me thank you for reaching out to the [REDACTED] Customer Relationship Center. You have come to the right place. My name is [REDACTED]. I am a Regional Customer [REDACTED] Manager for [REDACTED] is my role to work with you and your dealership with concerns and help facilitate repairs to your vehicle. I am sorry to hear that you have been having concerns with the fuel filter on your [REDACTED]. I want to assure you that our dealerships do have the tools and [REDACTED] resources to accommodate your repairs. The [REDACTED] Manager at [REDACTED] has reached out to us about your concern. We have been advised that they will be ordering a new housing, and installing it under the warranty. At this time I would advise to continue working with [REDACTED] for the repairs of your vehicle. We will continue to work with you until the repairs have been completed on the vehicle. If you have any further questions or concerns, please do not hesitate to contact me. My number is [REDACTED] ext. [REDACTED]. Thank you,

Email Created On: [REDACTED] PMDDFrom: [REDACTED]  
[REDACTED] FW: [REDACTED] CRM: [REDACTED]  
[REDACTED] DSent: [REDACTED] PMDTo: [REDACTED] DSubject: [REDACTED]  
PIL2H3DDDMr. [REDACTED] me thank you for reaching out to the [REDACTED] Customer Relationship Center. You have come to the right place. My name is [REDACTED]. I am a Regional Customer [REDACTED] Manager for [REDACTED] is my role to work with you and your dealership with concerns and help facilitate repairs to your vehicle. I am sorry to hear that you have been having concerns with the fuel filter on your [REDACTED]. I want to assure you that our dealerships do have the tools and [REDACTED] resources to accommodate your repairs. DDDThe [REDACTED] Manager at [REDACTED] has reached out to us about your concern. We have been advised that they will be ordering a new housing, and installing it under the warranty. At this time I would advise to continue working with [REDACTED] for the repairs of your vehicle. We will continue to work with you until the repairs have been completed on the vehicle. If you have any further questions or concerns, please do not hesitate to contact me. My number is [REDACTED] ext. [REDACTED]. Thank you, DDD [REDACTED] (r) [REDACTED] | FCSD CCT | FCSD [REDACTED] x

VEH TYPE: [REDACTED] E- [REDACTED] DDWSD: [REDACTED] DDLTV: [REDACTED] noneDDTSB: NONEDDHTL: NONEDDMIL [REDACTED] OriginalDDESP: NoneDDENGINE [REDACTED] T/C DieselD  
DAWS: none

csn [REDACTED] obc to dealer [REDACTED] left message [REDACTED] vm, requesting to know if the repairs have been completed.

obem to customer DDDDDGood Afternoon Mr. [REDACTED]:DDDDMy apologies I do not have an update on your case but wanted to follow up with you. I contacted the dealership and I am awaiting a update on your vehicle. I will continue to monitor the case and follow up on [REDACTED] 2016.DDDShould you have any questions or concerns please feel free to contact me. DDDDDThank you, DDDDDDDDSonia [REDACTED] DDDRegional Customer [REDACTED] ManagerDDSEast RegionDD [REDACTED] extension [REDACTED]

Email Created On: PMDDFrom: Mr. DD  
DDSubject: RE: CRM: Mr. DD  
DDMy apologies I do not have an update on your case but wanted to follow up with you. I contacted the dealership and I am awaiting a update on your vehicle. I will continue to monitor the case and follow up on 2016.DDDShould you have any questions or concerns please feel free to contact me, DDDThank you, DDDSDonia DD al Customer Service ManagerDDSoutheast

DDSent: PMDDTo: DSubject: let me thank you for reaching out to the Customer Relationship place. My name is DD. I am a al Customer Service Manager for DD is my role to work with you and your dealership with concerns and help facilitate repairs to your vehicle. I am sorry to hear that you have been having concerns with the fuel filter on your DD. I want to assure you that our dealerships do have the tools and DD resources to accommodate your repairs. DDDThe Service Manager at DD has reached out to us about your concern. We have been advised that they will be ordering a new housing, and installing it under the warranty. At this time I would advise to continue working with DD for the repairs of your vehicle. We will continue to work with you until the repairs have been completed on the vehicle. If you have any further questions or concerns, please do not hesitate to contact me. My number is DD ext. DD you, DDDF (r) DD | FCSD CCT | FCS

csn sortiz obc to dealer DD left message DD, requesting to if vehicle was repaired. DD needs status please update FVIC360

DDDDGood Afternoon Mr. DD:DDDDYou contacted our Customer Relationship in regards to your DD. I have attempted to contact you per your request via email DD. I would like the opportunity to respond to your inquiry. Please contact me via email or by phone at DD. DDDI am available DD between DD (Eastern Standard Time). DDDDSincerely, DDDSDonia DD al Customer Service ManagerDDSoutheast

Email Created On: PMDDFrom: Mr. DD  
DDSubject: CRM: Mr. DD  
DDDDYou contacted our Customer Relationship in regards to your DD. I have attempted to contact you per your request via email DD. I would like the opportunity to respond to your inquiry. Please contact me via email or by phone at DD. DDDI am available DD between DD (Eastern Standard Time). DDDDSincerely, DDDSDonia DD al Customer Service ManagerDDSoutheast

DDSent: PMDDTo: DSubject: RE: CRM: PMDDTo: DDMy apologies I do not have an update on your case but wanted to follow up with you. I contacted the dealership and I am awaiting a update on your vehicle. I will continue to monitor the case and follow up on 2016.DDDShould you have any questions or concerns please feel free to contact me, DDDThank you, DDDSDonia DD al Customer Service ManagerDDSoutheast  
DDSent: PMDDTo: DSubject: First let me thank you for reaching out to the Customer Relationship. You have come to the right place. My name is DD. I am a al Customer Service Manager for DD Company. It is my role to work with you and your dealership with concerns and help facilitate repairs to your vehicle. I am sorry to hear that you have been having concerns with the fuel filter on your DD. I want to assure you that our dealerships do have the tools and DD resources to accommodate your repairs. DDDThe Service Manager at DD has reached out to us about your concern. We have been advised that they will be ordering a new housing, and installing it under the warranty. At this time I would advise to continue working with DD for the repairs of your vehicle. We will continue to work with you until the repairs have been completed on the vehicle. If you have any further questions or concerns, please do not hesitate to contact me. My number is DD ext. DD you, DDDF (r) DD | FCSD CCT | FCS

SENDING UTC LETTER. TOO

CLOSING CASE

Additional notes. customer has not responded to any emails sent

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN [REDACTED]

CLOSED [REDACTED]

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM [REDACTED] Inbound

COMMUNICATION: Phone

CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Outside Criteria |

DEALER NAME: [REDACTED]

[REDACTED] CODE:

[REDACTED] SALES CODE:

REGION:

ZONE:

VIN: [REDACTED]

MODEL YEAR [REDACTED]

MODEL: [REDACTED] SUPER DUTY MILEAGE [REDACTED]

BODY STYLE: [REDACTED] CREWCA [REDACTED]

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

[REDACTED] COUNTRY: | | |

HOME PHONE:

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

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

CUST SAYS:DDOn Saturday the truck started spewing fuel. Took to dlr they said its an aftermarket fuel pump- \$227 for repair. Cust just bought vehicle cpo and shouldnt it have been caught at that inspection, who is responsible for the cpo certification, dont know who is the selling dealer one in [REDACTED] DDDDDDD DPER CUST [REDACTED] SAYS:DDIt its aftermarket.DDDDDDCRC ADVISED:DDIs not a factory defect therefore not warrantable-recommend they speak with selling dealer. DDDDOBC To dlr - SA is [REDACTED], he said vehicle is leaking from the fuel filter- it is not a motorcraft filter it is an aftermarket filter a [REDACTED] they recommend customer speak with selling dealer about this they can repair but it is not covered under warranty.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] CCT COMMUNICATION:  
CASE [REDACTED]: Dealer - Vehicle Concern | [REDACTED] Assistance Request | Parts/Technical Assistance |  
DEALER NAME [REDACTED]  
[REDACTED] DE: [REDACTED] DLR SALES CODE: [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] SUPER DUTY MILEAGE: 22,362  
BODY STYLE: [REDACTED] SUPER [REDACTED] SRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] EXCAVATIONS | [REDACTED] EXCAVATIONS |  
ADDRESS: [REDACTED]  
[REDACTED]: ELLENWOOD | GA | [REDACTED] | USA  
HOME PHONE:  
SYMPTOMS: Safe & Secure | Smoke/Odor | OTHER | OTHER  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:

[REDACTED] "By [REDACTED]" - Vehicle leaking fuel. Unable to acquire fuel line. Request asst. Thank you. PART # [REDACTED]  
[REDACTED] Unsafe to drive. Customer request rental asst.  
[REDACTED] Ext. 77780DDInitial Case Research:DDDDDDVIN: [REDACTED] DDMake: [REDACTED]  
FORDDDModel: [REDACTED] SUPER DUTYDDMileage: 22362DDWarranty Start Date: [REDACTED] D  
DEngines Specification: [REDACTED] HPCR V8 T/C DSLDDDDLTV : N/S FleetDDOwner Status: Original Owner D  
DRecalls/FSA: None DDESP: No esp DDHotline Contact: No DDWarranty History:No repairs  
[REDACTED] 6S SPLR. SHPD. PDC'S S [REDACTED]  
Email Created On: [REDACTED] PMDDFrom [REDACTED]  
[REDACTED] I am showing that that part is expected to ship to local warehouse by [REDACTED]  
I will assist with [REDACTED] of rental starting [REDACTED] to [REDACTED] at [REDACTED] for [REDACTED] not to exceed [REDACTED]  
[REDACTED] Thank you [REDACTED] (r) [REDACTED] I [REDACTED] CCT  
Next step check with dlr on part arrival and rental  
[REDACTED] 6S SPLR. SHPD. PDC'S S [REDACTED]  
[REDACTED] Ext. [REDACTED] spoke to [REDACTED] and she said that part has not  
arrived. Advised that I will assist with an additional [REDACTED] of rental [REDACTED] total not to exceed [REDACTED]  
Estimated ship date is [REDACTED] DNo previous level asy available DPaco: has no indication D0 Dlr's show  
on hand via D2DD  
[REDACTED] 6S SPLR. SHPD. PDC'S S [REDACTED]  
[REDACTED] Ext. [REDACTED] spoke to [REDACTED] and she said that the part has  
not arrived.  
Next step check with dlr on part arrival and rental  
[REDACTED] 6S SPLR. SHPD. PDC'S S [REDACTED]  
[REDACTED] Ext. [REDACTED] spoke to [REDACTED] and he said that customer  
was put in rental on [REDACTED]. He said that they had not been in a rental prior to that. He said that the customer  
went and got a SuperDuty and it is [REDACTED]. I advised that I will cover [REDACTED] starting [REDACTED] to [REDACTED] at  
[REDACTED] not to exceed [REDACTED]  
Next step check with dlr on part arrival and rental  
[REDACTED] 6S SPLR. SHPD. PDC'S S [REDACTED]  
[REDACTED] Ext. [REDACTED]: [REDACTED] M left vm for [REDACTED] to contact me to discuss  
case  
Next step check with dlr on part arrival and rental  
Email Created On: [REDACTED] PMDDFrom: [REDACTED]  
[REDACTED] Excavations  
CRM: [REDACTED] Please advise when this part arrives ( [REDACTED] ) as it  
direct shipped to you [REDACTED] on shipment [REDACTED]. Please remember to send a copy of the completed  
rental contract as soon as this is completed as well. DDDCASE: [REDACTED] DDVIN: [REDACTED]  
Manager [REDACTED] D366 [REDACTED] eFax: [REDACTED] Customer Service  
NEXT STEP: Verify if part arrived and repair sts on [REDACTED]. Also verify rental coverage / assistance dates  
Email Created On: [REDACTED] AMDDFrom [REDACTED]  
[REDACTED] Excavations  
CRM: [REDACTED] Please advise when this part arrives ( [REDACTED] ) as it  
direct shipped to you [REDACTED] on shipment [REDACTED]. Please remember to send a copy of the completed  
rental contract as soon as this is completed as well. DDDCASE: [REDACTED] DDVIN: [REDACTED]  
Manager [REDACTED] eFax: [REDACTED] Customer Service  
[REDACTED] Ext. [REDACTED]: [REDACTED] M left vm for [REDACTED] to contact me to discuss  
case  
Email Created On: [REDACTED] PMDDFrom [REDACTED]  
[REDACTED] DDVIN: [REDACTED]  
[REDACTED] Please provide me an update on [REDACTED] Has the part arrived and if so status of repair and the date customer was placed in a  
rentalDDI thank you [REDACTED] (r) [REDACTED] Customer Service Manager [REDACTED]  
[REDACTED] eFax: [REDACTED]  
Next step check with dlr on part, rental and repair status.  
[REDACTED] Ext. [REDACTED] M left vm for [REDACTED] to contact me  
[REDACTED] 6S ALLOCATED BY PDC A [REDACTED]

[REDACTED] Ext. [REDACTED] spoke to [REDACTED] and she said that the part has not arrived and customer has not been placed in a rental.

Next step check with dlr on part arrival and repair.

[REDACTED] Ext. [REDACTED]: [REDACTED] spoke to [REDACTED] and he said that the veh has been repaired and returned to customer and case can be closed.

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] CCT COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | Buyback Request | Non-[REDACTED] Vehicle | CCT Criteria  
DEALER NAME [REDACTED]

[REDACTED] CODE [REDACTED] SALES CODE [REDACTED] REGION [REDACTED]: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE [REDACTED]

BODY STYLE: [REDACTED] CREWCAB [REDACTED]

LAST NAME [REDACTED] MIDDLE: | |

ADDRESS:

[REDACTED] ZIP COUNTRY: | | |

HOME PHONE:

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

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

CONTACT VIA: DDDelegate [REDACTED] by text at [REDACTED] (AT&T)DDDDCUSTOMER SAYS: DDCust bought the veh [REDACTED] and he already has [REDACTED] on it the [REDACTED] diesel. He brought the veh in because he noticed some shaking while he was pushing the accelerator. He had to rent a veh because they didn't have a loaner available. When [REDACTED] up they said it was fine and there was nothing wrong with it. Then he had a warning light come on saying there was water in the fuel, he brought the veh into the dlrshp and they said the fuel filter had to be replaced, he had the part replaced. [REDACTED] while he was driving down the interstate something under the truck exploded and there was diesel fuel spewing everywhere. He had a tow truck come and tow the veh into [REDACTED] and when he got there the dlr told him that he wouldn't be reimbursed for the tow because he didn't call roadside and he wouldn't be able to get a loaner veh either. He had to rent a veh again, for the [REDACTED] while the repairs are being done and it won't be done until [REDACTED]. He has this veh that only has [REDACTED] on it and he doesn't feel safe even driving down the highway. He thinks that [REDACTED] should take care of their custs, they are doing repairs on a brand new veh. This is the biggest investment that he has made in his life and he just wants to know what [REDACTED] can do to assist him. He is more upset with how the cust service is because of the policies, because the dlrshp continued to explain that it was [REDACTED]'s policies and there was nothing they could do to assist. He feels that this veh is [REDACTED] and the repairs continue to happen. [REDACTED] CUST, [REDACTED] SAYS: DDN/ADD [REDACTED] ADVISED [REDACTED] will escalate your case/request to our [REDACTED] Customer [REDACTED] Manager who works daily with your dealership's management team. The [REDACTED] Customer [REDACTED] Manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [REDACTED] Customer [REDACTED] Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer [REDACTED] Manager within [REDACTED]. The case number that I have established for you [REDACTED] is [REDACTED]'s commitment is to honor the new vehicle limited warranty this does not guarantee that [REDACTED] will buyback your vehicle.

"By [REDACTED]" - Customer returns the vehicle on his own. Vehicle has not been to dealer [REDACTED]. Customer has had [REDACTED] performed and [REDACTED]. Dealer does not have loaners for customer. Customer towed vehicle in himself from a tow company. [REDACTED] service lane manager provided customer the contact number for Roadside assistance for them to process a possible refund for the customer. Parts were ordered for truck and vehicle will not be completed till [REDACTED] if parts arrive should be completed then.

Ticket Number: [REDACTED] [REDACTED] LLCDBusiness phone: [REDACTED] e phone: nullDMobile phone: nullDLTV Score: 81DVVehicle Purchase Status: [REDACTED] Original OwnerDDDealer name: [REDACTED] LincolnDDDealer P&A: [REDACTED] DDealer phone: [REDACTED] DVIN: [REDACTED] DMake: FORDDModel: [REDACTED] SUPER DUTYDMileage: [REDACTED] 23000DDWarranty Start Date: [REDACTED] Specification: [REDACTED] HPCR V8 T/C DSLDNO CAMPAIGN MESSAGE(S) FOUND: EXTENDED COVERAGES DD NO ESP INFORMATION AVAILABLE DHotline Contact: noneDWarranty History: 1 Related repair at [REDACTED] on [REDACTED]

"By [REDACTED]" - [REDACTED] needs to determine if assisting with rental vehicle for customer. Customer was provided Roadside contact number for refund for towing. Customer was unaware of Roadside assistance. Case can be closed if [REDACTED] isn't assisting customer.

Email Created On: [REDACTED] PMDDFrom: [REDACTED] DSubject: [REDACTED]  
[REDACTED] VIN: [REDACTED] CRM: [REDACTED]  
afternoon Mr. [REDACTED] I am the Customer [REDACTED] Manager your case has been escalated to for your [REDACTED]. I will be working with your dealership to address the concerns with the vehicle and make sure we are using all resources to do so. I have received an update from the dealership that they have a part on order for your vehicle and expect the repairs to be completed by [REDACTED]. I will schedule to follow back up with you on [REDACTED] once I have received an update from the dealership. Please feel free to let me know if you have any other questions as I will review to see what options may be available.DDSDincerely,DDD [REDACTED] (r) [REDACTED] | FCSD CCT | [REDACTED] eFax: [REDACTED]

"By [REDACTED]" - [REDACTED] needs to determine if assisting with rental vehicle for customer. Customer was provided Roadside contact number for refund for towing. Customer was unaware of Roadside assistance. Case can be closed if [REDACTED] isn't assisting customer

"By [REDACTED]" - [REDACTED] needs to determine if assisting with rental vehicle for customer. Customer was provided Roadside contact number for refund for towing. Customer was unaware of Roadside assistance. Case can be closed if [REDACTED] isn't assisting customer

"By [REDACTED]" - [REDACTED] needs to determine if assisting with rental vehicle for customer. Customer was provided Roadside contact number for refund for towing. Customer was unaware of Roadside assistance. Case can be closed if [REDACTED] isn't assisting customer

CUSTOMER STATES [REDACTED] speak to the csm. [REDACTED] DEALER:DDn/aDD [REDACTED] ADVISED:D [REDACTED] call set up for [REDACTED] transferred to the csm [REDACTED] h ext. [REDACTED] sent e-mail. [REDACTED] am authorizing [REDACTED] rental [REDACTED] a day at this time for this customer. Please advise what is going on with vehicle and how long you think this will take to address.DD [REDACTED] @ [REDACTED] | FCSD CCT | [REDACTED] | eFax: [REDACTED] | [REDACTED] D [REDACTED]

"By [REDACTED]" - Dealer will update once vehicle is complete about rental vehicle.

"By [REDACTED]" - Dealer has ordered parts to repair vehicle. Once completed dealer will be submitting for rental code.

RENTAL VEHICLE

Email Created On: [REDACTED] PMDDFrom: FMC360 Email SubscriptionDDTo: [REDACTED]  
[REDACTED] Document Customer Re-contact activity Completed, Casenumber: CAS-  
[REDACTED] CRM: [REDACTED] Customer Re-contact activity Completed

Email Created On: [REDACTED] PMDDFrom: CRC Test Agent Agent1DDTo: [REDACTED]  
[REDACTED] Document Customer Re-contact activity Completed, Casenumber: [REDACTED] CRM: [REDACTED] Customer Re-  
contact activity Completed

"By [REDACTED]" - Dealer has ordered parts to repair vehicle. Once completed dealer will be submitting for rental code.

obc to cust at [REDACTED] left vm advising cust that I will f/u 6-3 and [REDACTED] has rental approval but if needs to call back before then f/u with [REDACTED]

"By [REDACTED]" - Vehicle is being test drove-if completed [REDACTED] dealer will submit for rental code to process.

"By [REDACTED]" - Vehicle is being final test drove to make sure all good. Dealer will submit for rental code once completed.

"By [REDACTED]" - Dealer will be submitting for rental code on [REDACTED]

"By [REDACTED]" - I'll have rental information on [REDACTED] to process with for rental code.

"By [REDACTED]" - Dealer will be processing for rental information [REDACTED] to get rental code for repair order.

"By [REDACTED]" - Repair order [REDACTED] for [REDACTED] needing [REDACTED] code.

Generated [REDACTED] Code [REDACTED] for [REDACTED]

Email Created On: [REDACTED] PMDDFrom: [REDACTED]  
[REDACTED] DDRegarding [REDACTED] case  
we need a [REDACTED] code for rental on [REDACTED] DDTotal rental amount is [REDACTED] at [REDACTED], D  
DThanks, DDD [REDACTED] DDLincomCustomer RelationsManager/Service Lane Manager DDPalmetto  
[REDACTED] DDFax: [REDACTED] DDDOffice: [REDACTED]  
[REDACTED] DDDService Appointment Reservation Online 24/7 DDDPalmetto [REDACTED] DD PROVIDING  
WORRY FREE OWNERSHIP FOR [REDACTED] DDDClick here to opt out of future correspondence DD

Email Created On: [REDACTED] PMDDFrom: [REDACTED]  
RE: [REDACTED] DDDPlease provide me with a copy of the  
rental bill as it needs to be attached to case prior to approval code being given.DDD [REDACTED] ®  
[REDACTED] eFax: [REDACTED]

"By [REDACTED]" - [REDACTED] sent information to [REDACTED] on rental bill.

"By [REDACTED]" - Case can be closed.Code is generated. Please close case.

"By [REDACTED]" - Case can be closed.Code is generated. Please close case

[REDACTED] C to cust at [REDACTED] cust says repairs not completed yet. [REDACTED] advised will f/u [REDACTED] once I have update from dlr.

[REDACTED] DDwhen will the repair be completed as the customer advised veh is still being worked on. [REDACTED]

"By [REDACTED]" - Repairs are completed as warranty- case can be closed. Customer is having insurance work performed on vehicle for [REDACTED] All warranty repairs are completed.

Warranty repairs are completed- customer is having [REDACTED] of insurance repairs performed.

obc to cust at [REDACTED] verified warranty claims completed closing case

[REDACTED] never received the rental invoice for this one so I can send the [REDACTED] approval code to you.DD [REDACTED] ®  
[REDACTED] eFax: [REDACTED]

(mailto: [REDACTED] DFrom [REDACTED]  
[REDACTED] DSent: [REDACTED] AMDTTo: [REDACTED]  
DCC: [REDACTED] Case for  
[REDACTED], the [REDACTED] warranty portion was completed.DThe vehicle is here for a  
separate insurance claim, so you can close the [REDACTED] case.D DThanks.D [REDACTED] Customer  
Relations Manager/Service Lane ManagerDPalmetto [REDACTED] D1625 [REDACTED]  
[REDACTED] Appointment Reservation  
Online 24/7 D

"By [REDACTED]" - Was sent to [REDACTED] and code was already sent while you were out of office

"By [REDACTED]" - Case can be closed- all information provided.

"By [REDACTED]" - Case can be closed- all information provided. DD DD DD DD

"By [REDACTED]" - Case can be closed- all information provided

"By [REDACTED]" - Case can be closed- all information provided

"By [REDACTED]" - Vehicle is completed and customer picked up. Case can be closed.

obc to [REDACTED] spoke with [REDACTED] adv that the warranty portion of the case is completed. ok to close.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN [REDACTED]

CLOSED [REDACTED]

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM [REDACTED]

COMMUNICATION:

CASE [REDACTED] [REDACTED]: Dealer - Vehicle Concern | CSM Assistance Request | [REDACTED] / [REDACTED] [REDACTED]

DEALER NAME: ALL [REDACTED] [REDACTED] OLD [REDACTED]

[REDACTED] [REDACTED]

[REDACTED] SALES [REDACTED]

REGION: [REDACTED]

VIN: [REDACTED]

MODEL YEAR [REDACTED]

MODEL: [REDACTED] MILEAGE [REDACTED]

BODY STYLE: [REDACTED] CREWCAB - DRW

LAST NAME [REDACTED] NAME MIDDLE: | |

ADDRESS:

CITY [REDACTED] ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Start/Run/Move | Starting | Cranks Won't Start | Always

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

"By [REDACTED] - truck has fuel system contamination, denied by hotline prior approval [REDACTED] cust seeking assistance from ford as large fleet customer

[REDACTED]

[REDACTED] [REDACTED] PRESSURE SYSTEM CONTAMINATED, PROBABLE CAUSE WATER INTRUSION, AT [REDACTED] FUEL FILTER LEAK, FUEL FILTERS REPLACED, CRANK NO START, SAME CODE, NEEDS HIGH PRESS FUEL SYSTEM KIT PART # 1-800-20 LABOR IS \$2,875.00 \$ [REDACTED] [REDACTED]

[REDACTED]

original owner.

[REDACTED]

Ticket Number: [REDACTED] COATING APPLICATOR SDD Business phone: [REDACTED] phone: null DDLTV Score: 84 DD Vehicle Purchase Status: null DD Dealer name: All [REDACTED] Bridge DD Dealer P&A: null DD Dealer phone: null DD VIN: [REDACTED] DD Make: [REDACTED] DD Model: [REDACTED] DMileage: 51868 DD Warranty Start Date: [REDACTED] DD Engines Specification: [REDACTED] HPCR V8 T/C DSL DD Open Recall/FSA: none DD TSB == DD ATTENTION TECHNICIANS AND SERVICE MANAGERS: DD FOR VEHICLES WITH AN EXHAUST FLUID SYSTEM FAULT SEE TSB [REDACTED] DD FOR EXHAUST GAS TEMPERATURE (EGT) DTCS, PLEASE SEE TSB [REDACTED] DD TCS [REDACTED] OR [REDACTED] SEE TSB [REDACTED] DD DESP: none DD Hotline Contact: [REDACTED] NHL CRANK NO START DD Warranty History: DD MAPLECREST [REDACTED] [REDACTED] CUSTOMER [REDACTED] VEHICLE DOES NOT START. CHECK AND REPORT TO DD MAPLECREST [REDACTED] [REDACTED] CUSTOEMR [REDACTED] VEHICLE HZS LEAK. CHECK AND REPORT

[REDACTED]

csn declines repair assistance, hotline indicates this is from fuel contamination, csm recommends advising customer to reach out to insurance to cover this repair. csm will leave open to assure dealer receives. then close.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] CCT COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | CCT Criteria |

DEALER NAME [REDACTED]  
[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREW CAB DRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] Y | [REDACTED]  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY [REDACTED] | AR | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Contamination  
ANALYST NAME: [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:

CONTACT CUST VIA: EMAILDDDCUST SAYS:DDFuel line and veh has an injector problem, found particles in the fuel line had have to replace entire line and it is not under warranty. will cost [REDACTED] to replace requesting [REDACTED] C to assist with cost of the repairDDDCUST STATES [REDACTED] SAYSDDParticles in the fuel filter and is not warranted for repair [REDACTED] ADVISED: DDI will escalate your case/request to our [REDACTED] Customer Service Manager who works daily with your dealership's management team. The [REDACTED] Customer Service Manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [REDACTED] Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within [REDACTED]. The case number that I have established for you [REDACTED] is [REDACTED]

Ticket Number: [REDACTED]  
DDHome phone: [REDACTED] phone: [REDACTED] Score: 83DDVehicle Purchase  
Status: Original OwnerDDDealer name [REDACTED] P&A: [REDACTED] phone [REDACTED]  
DDVIN: [REDACTED] DDMake: FORDDDModel: [REDACTED]  
DMileage: 75000DDWarranty Start Date: [REDACTED] Specification: [REDACTED] HPCR V8 T/C DSLD  
DOpen Recall/FSA: noneDDESP: [REDACTED] PREMIUMCARE W/ROADSIDE, 24/25K PREM MAINT(M&W)  
[REDACTED] INTERVALDDHotline Contact: [REDACTED] NHL DDWarranty History: maintenance only  
Email Created On: [REDACTED] PMDDFrom: [REDACTED] [REDACTED]: CAS-  
[REDACTED] Good Afternoon Mr. [REDACTED] DDMy name is [REDACTED] and I am the Regional  
Customer Service Manager for your region. It is my responsibility to work with you and your dealership to facilitate a resolution to your concern. I just reviewed your case and I'm sorry about the concerns you are experiencing with your [REDACTED]. I will be in contact with the dealership to get some information about the concern. I will need a few days to review your case and will be in contact with you on [REDACTED]. Please find my contact information below. I am available M-F from [REDACTED] you have any questions please feel free to contact me.DDDThank you. [REDACTED] Customer Service Manager [REDACTED] RegionDDI [REDACTED] y (f) [REDACTED]  
eFax: [REDACTED]

[REDACTED] from [REDACTED] states they found a fuel line leaking replaced it and found there was still a knocking in the engine at which time they found there was a metal in filter and determined the cause was fuel contamination and it will not be covered.

Good Afternoon Mr. [REDACTED] have spoken to the dealership and the concern you are having was caused due to fuel contamination and will not be covered under warranty. It is recommended that in a situation such as this you contact your insurance company for assistance. If you do have any concerns or questions in the future, please feel free to contact me.DDDThank you.DDD [REDACTED] Customer Service Manager [REDACTED] RegionDDI [REDACTED] eFax: [REDACTED]

Customer says: [REDACTED] from [REDACTED] credit calling to get information about the balance customer has at dlrsrp for repairs and for the payments of the vehicle. [REDACTED] had been speaking with [REDACTED] and he could not give any information about case. [REDACTED] wants to know if case is still pending.DDDPer customer dealer says: DDN/A [REDACTED] C advised:DDAdvised that there was a case, and that is it not open and there has not been any contact from cust since initial contact. Advised that any assistance available can only be offered to cust himself, and that he would need to contact us.

CASE ATTACHMENTS:

CASE [REDACTED] [REDACTED] Vehicle Concern | FIN Assist Request | CCT Criteria |

OPEN ANALYST NAME [REDACTED]

VIA: phone: [REDACTED] DDCust Says: [REDACTED] is having issues because it had a fuel line broke and having a hard time getting them to fix it. He has driven a diesel for [REDACTED] and he should not have to replace the issues with the vehicle that it is experiencing. He asked the dealership to change the filter. He was at the dealership before when this light came on for the fuel system and they got it to go off and then it came back on again and cracked the fuel system. DDDper cust. [REDACTED] says: DD The fuel is contaminated. It will cost [REDACTED] to get it all changed. [REDACTED] C advised: DDI will escalate your case/request to our [REDACTED] Regional Customer Service Manager who works daily with your dealership's management team. The [REDACTED] Regional Customer Service Manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [REDACTED] Regional Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within [REDACTED]. The case number that I have established for you [REDACTED] is [REDACTED].

Ticket Number: [REDACTED] phone: [REDACTED] Score: 66DVVehicle Purchase  
Status: Original OwnerDDDealer name: [REDACTED] P&A: [REDACTED] phone: [REDACTED]  
DMileage: 14000DWarranty Start Date: [REDACTED] DMake: FORDDModel: [REDACTED]  
Recall/FSA: NoneDESP: NoneDHotline Contact: [REDACTED] Specification: [REDACTED] HPCR V8 7C DSLDOpen  
JUN-10-10-1000--CEL--Fuel pressure low, no problem foundDDUO [REDACTED] --Fuel leakDWarranty History: [REDACTED]  
filters [REDACTED] --Fuel leak--Replaced fuel [REDACTED]

██████████ made OBC to ██████████. This is fuel contamination. ██████████ advised it would be cust. pay for insurance. ██████████ will advise cust. or no assist. DDD ██████████ made OBC to ██████████. I/m. will make ██████████ eob ██████████

**NEXT STEPS:** Advise cust no assist with fuel contamination.

Email Created On: [REDACTED] PMDDFrom: [REDACTED] Email SubscriptionDDTo: [REDACTED]  
[REDACTED] Contact to [REDACTED] RE: [REDACTED] DDDDD DD DDDear  
[REDACTED] DDThis email is to confirm your recent contact to [REDACTED] regarding  
your [REDACTED] SUPER DUTY. DDYou will receive contact from our regional Customer Service  
Manager [REDACTED] within [REDACTED] to introduce themselves and develop an action plan to address your  
concern. DDYour case number, along with the contact information for the regional Customer Service  
Manager is listed below. DDCase Number: [REDACTED] DD Name: [REDACTED] DD  
Phone: [REDACTED] DD Email: [REDACTED] DD DSincerely, [REDACTED]

Email Created On: [REDACTED] PMDDFrom: [REDACTED] Email SubscriptionDDTo: [REDACTED]  
[REDACTED] Contact to [REDACTED] RE: [REDACTED] DDDDD DD DDDDear  
[REDACTED] DDThis email is to confirm your recent contact to [REDACTED] regarding  
your [REDACTED] SUPER DUTY. DDYou will receive contact from our regional Customer Service  
Manager ( [REDACTED] ) within [REDACTED] to introduce themselves and develop an action plan to address your  
concern. DDYour case number, along with the contact information for the regional Customer Service  
Manager is listed below. DDCase Number: [REDACTED] DD [REDACTED] Name [REDACTED]  
Phone: [REDACTED] DD [REDACTED] Email: [REDACTED] DD DDDsincerely, [REDACTED]

██████████ made OBC to ██████████ ██████████ advised no fin assist. This would be an insurance claim. ██████████ wants to know the technical procedures to fixing his veh. ██████████ referred to dlrsHp.D  
NEXT STEPS: n/a closing case



CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | CLP / [REDACTED] Criteria | Has been to Dealer  
DEALER NAME [REDACTED]

[REDACTED] CODE [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE [REDACTED]

BODY STYLE: [REDACTED] SUPER CAB SRW

LAST NAME [REDACTED] MIDDLE [REDACTED] | [REDACTED]

ADDRESS: [REDACTED]

[REDACTED] COUNTRY: COOPERSBURG | PA | [REDACTED] USA

HOME PH [REDACTED]

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

ANALYST NAME [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

CUSTOMER SAYS: DDLeaked over half a tank of fuel [REDACTED]. He had to get Had low company to come out and put sand on the road. Customer seeking rental assistance. DDDDDDD DDPER CUST, DLR SAYS:DDCustomer was told by dealership to call us initiate a case. Customer says they are working on it now. DDDDDDDDCRC ADVISED: DD "INBOUND PHRASEOLOGY: DYou are currently outside of all warranty coverage for your concern. This issue would have been covered by the warranty, which provided coverage for [REDACTED]. I will escalate your case to the Service Manager at your dealership. The Service Manager will review your case for further consideration. You should contact your Service Manager for updates regarding your case. DDDDDThe case number that I have established for you [REDACTED] is CAS- [REDACTED]. The following note to the case: DDDDDDD\*\*\*Attention Service Managers: Your (Customer Service Manager) does not see this case. If you are seeking assistance from [REDACTED] company on this case, please reach out to your [REDACTED] directly.\*\*\*"

[REDACTED]

"By [REDACTED] - VEHICLE IS COMPLETE . WE WERE ABLE TO GET FUEL SMEEL FROM CAB OF VEHICLE OUT. DEALER SEEKING WARR REIMBURSMENT FOR SAID REPAIRS , CUST WAITED , NO RENTAL ASSIST NEEDED. CUST MAY SEEK REIMBURSMENT OF FUEL FILTER HE HAD TO INSTALL."

[REDACTED]

"By [REDACTED] - CUSTOMER CALLED AND THEN RETURNED WITH SMELL, NOT AS BAD. PLEASE KEEP CASE OPEN. WE ORDERED SOME INSULATION ITEMS THAT BECAME SATURATED WITH FUEL . [REDACTED] IS AT THE FIREWALL. THE CAB WILL NEED TO BE LIFTED TO PERFORM SERVICE. I WOULD LIKE TO PROVIDE THE CUSTOMER WITH RENTAL ASSISTANCE WHEN THE VEHICLE COMES BACK. HE WILL NEED A TRUCK OR TRANSIT VEHICLE. WE PERFORMED A DEOTORIZING OF THE CAB [REDACTED]."

[REDACTED]

"By [REDACTED] - HAD APPOINT FOR TODAY 1 [REDACTED]. CUST WAS EXPERIENCING SOME SPERATIC TRANS CONCERNS THAT WE FELT MAY HAVE BEEN DUE TO SOME CONNECTIONS GETTING WET DUE TO DIESEL FUEL LEAK. OVER THE WEEKEND CUSTOMER STATES TRUCK RAN PERFECT WITH NO CONCERNS. HE CANCELED APPOINTMENT. HE ALSO STATED THAT THE SMEEL IN THE CAB HAS GONA AWAY SINCE LAST VISIT. WE HAD TO USE [REDACTED] OF [REDACTED] FRESH . CUST IS DUE FOR SERVICE IN [REDACTED]. HAS ASKED IF [REDACTED] CAN GRANT [REDACTED] ALSO WOULD LIKE REIMBURSMENT ON FUEL FILTER REPLACEMENT."

[REDACTED]

Customer: [REDACTED] Score: 32DVehicle Purchase Status: Original OwnerDVIN: [REDACTED] DMake: [REDACTED] DModel: [REDACTED] DMileage: [REDACTED] DWarranty Start Date: [REDACTED] Specification: [REDACTED] /C DSLDOpen Recall/FSA: none. DESP: none.DHotline Contact: noneDWarranty History: none.

[REDACTED]

[REDACTED] made OBC to [REDACTED] ( [REDACTED] ) on unrelated case. SM states cust is requesting reimbursement for the fuel filter that initially caused the concern. SM suggested a maintenance plan. [REDACTED] will review for good will assistance and reply via email within [REDACTED].

[REDACTED]

Email Created On: [REDACTED] PMDDFrom: [REDACTED] [REDACTED] Case Status Information for VIN: [REDACTED] This is a system generated email. DD Current Status: SUBMITTED FOR APPROVALDD Case Details: D VIN: [REDACTED] Request Type: ESPD Affiliation: Customer Relationship Center - CCSTD Processing Dealer: [REDACTED] COMPANY INCDD Requester: [REDACTED] Requester Comments: CUSTOMER LOST CONFIDENCE IN VEHICLE.DD You can also view your case by clicking on VIN.DD If you have questions or concerns about your case status result, please contact [REDACTED]. Sincerely, [REDACTED].

[REDACTED]

Email Created On: [REDACTED] PMDDFrom: [REDACTED] [REDACTED] Case Status Information for VIN: [REDACTED] This is a system generated email. DD Current Status: APPROVED BY APPROVER AND SUBMITTED FOR [REDACTED] HQ REVIEWDD Case Details: D VIN: [REDACTED] Request Type: ESPD Affiliation: Customer Relationship Center - CCSTD Processing Dealer: L [REDACTED] COMPANY INCDD Approver: [REDACTED] D Approver Comments: CUSTOMER LOST CONFIDENCE IN VEHICLE.DD You can also view your case by clicking on VIN.DD If you have questions or concerns about your case status result, please contact [REDACTED]. Sincerely, [REDACTED].

[REDACTED]

Email Created On: [REDACTED] PMDDFrom: [REDACTED] [REDACTED]: CAS- [REDACTED] DDDJust letting you know the maintenance plan shows as approved for submission on this vehicle we spoke about [REDACTED]. DCustomer: [REDACTED] DDLTV Score: 32DDVehicle Purchase Status: Original OwnerDDVIN: [REDACTED] DMake: [REDACTED] DModel: [REDACTED] DMileage: [REDACTED] DWarranty Start Date: [REDACTED] Specification: [REDACTED] /C DSLDDOpen Recall/FSA: none.DDESP: none.DDHoline Contact: noneDDWarranty History: none.DDDI will keep the case updated [REDACTED] should be upload date in [REDACTED] for the Maintenance Plan to show up. DDDThank you, D [REDACTED] CCTI [REDACTED] y (r) [REDACTED] eFax: [REDACTED]

[REDACTED]

confirm maintenance plan shows in [REDACTED] S and close case.

[REDACTED]

[REDACTED] LIMITED MAINT WAS OFFERED AND NOW SHOWING ACTIVE IN THE SYSTEM

[REDACTED]

[REDACTED] ASSISTING [REDACTED] == "DEALER MED CASE" dlr contact case - confirm Limited Maint. Plan [REDACTED] is applied in [REDACTED] and close case DD\*\* LIMITED MAINT [REDACTED] IS NOW SHOWING ACTIVE IN THE SYSTEM\*\* DD\*\* OBC TO DLR S/M [REDACTED] N A [REDACTED] (On another case) == Advised the plan is showing in the system. Dealer will notify the customer. OK TO CLOSE PER DEALER D D

[REDACTED] SUBJECT-B GCCT

Email Created On: [REDACTED] AMDDFrom: [REDACTED] : Re: CAS-  
[REDACTED] PM: [REDACTED] MORNINGDDTHANK YOU. I TOLD OUR  
CUSTOMER. HE WAS VERY HAPPY. DDHAVE A GREAT DAY DDAND HOLIDAY [REDACTED] DDOn [REDACTED]  
[REDACTED] wrote:DDDHello [REDACTED] DDDJust letting you know the  
maintenance plan shows as approved for submission on this vehicle we spoke about [REDACTED] DD  
DCustomer: [REDACTED] DDLTV Score: 32 DDVehicle Purchase Status: Original Owner DDVIN:  
[REDACTED] DDYear: [REDACTED] DDMake: [REDACTED] DDModel: [REDACTED] DDMileage:  
12803 DDWarranty Start Date: [REDACTED] DDEngines Specification: [REDACTED] HPCR V8 T/C DSL DDOpen  
Recall/FSA: none. DDESP: none. DDHotline Contact: none DDWarranty History: none. DDDI will keep the  
case updated – [REDACTED] should be upload date in [REDACTED] for the Maintenance Plan to show up. DDDThank  
you. [REDACTED] [REDACTED] [REDACTED] ® [REDACTED] eFax:  
[REDACTED] [REDACTED] [REDACTED] DD [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] COMMUNICATION:  
CASE [REDACTED]: Dealer - Vehicle Concern | [REDACTED] Assistance Request | Parts/Technical Assistance |

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

BODY STYLE: [REDACTED] SUPERCAR [REDACTED]  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED]  
ADDRESS [REDACTED]  
[REDACTED] [REDACTED] [REDACTED] [REDACTED]  
HOME PHONE [REDACTED]

SYMPTOMS: Start/Run/Move | Running | Not Listed | OTHER

ANALYST NAME: [REDACTED] OPEN ANALYST NAME [REDACTED]

COMMENTS:

"By [REDACTED]" - The customer is asking for the [REDACTED] LAW replacement. If someone could please direct us in the next steps, Thank you, [REDACTED] Parts Manager

"By [REDACTED]" - This customer brought his vehicle in on [REDACTED] stating the C.E.L. is on [REDACTED] PPT M2 Does CP fuel SW PID change No. MA Found low pressure [REDACTED] @ secondary fuel filter, replaced. Primary filter [REDACTED] replaced fuel pump, retest, ok. Customer returns on [REDACTED] stating C.E.L. is on. code [REDACTED] checked PPT - ok replaced reductant tank heater re-test-ok Customer returns on [REDACTED] stating the C.E.L. is on the [REDACTED] And NOT HAPPY!!!! the following codes are: [REDACTED] 08ACM [REDACTED] 88GPM [REDACTED] 0A8UAC [REDACTED] 08HVAC [REDACTED]

[REDACTED] Our tech has been in contact with [REDACTED] During this most recent visit we have replaced the following: [REDACTED] and have also put in [REDACTED] Jug. During the most recent test drive, the truck ran fine UNTIL being put under stress during acceleration as if passing a vehicle. Then in [REDACTED] while going up a steep incline, in addition after that just normal road drive [REDACTED] At [REDACTED] of these incidences the REDUCED ENGINE POWER light came on and the truck died. This occurred a minimum of 6 [REDACTED] in a [REDACTED] drive.

Ticket Number: [REDACTED] Customer: [REDACTED] Business phone [REDACTED] Home phone: [REDACTED] LTV Score: 76 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] Warranty Start Date: [REDACTED] Engines [REDACTED] Specification: [REDACTED] V8 T/C DSL Open Recall/FSA: None ESP: None Hotline Contact: [REDACTED] 0 -- MIL/stalls Warranty History [REDACTED] --fuel leak--replaced fuel filter [REDACTED] --MIL-- replaced fuel pump [REDACTED] --MIL--replaced reductant tank heater [REDACTED]

After review, it appears this vehicle does not meet the requirements for a repurchase/replacement under the state [REDACTED]

Hey [REDACTED] I did a good faith internal review for this customer and the customer does not qualify for a buyback. The vehicle has [REDACTED] on it and the state [REDACTED] guidelines say it has to be within [REDACTED] or [REDACTED]. The [REDACTED] they ever had done was well beyond that. Since they are in powertrain I can offer him an ESP if you think that would help. I can give him a [REDACTED] coverage includes all E/F [REDACTED] Cab/Chassis trucks equipped with [REDACTED] or [REDACTED] Diesel Engines within [REDACTED]. •Covers [REDACTED] •Plan terms: [REDACTED] or [REDACTED] from original warranty start date. I have attached a brochure to the case notes so you can print it out and give it to the customer. Do you have a good email address and I can email it to you as well? I'll follow up with the case on [REDACTED] see what you decide. Thanks!

Ok, however, how do we go about fixing this vehicle? We have given this customer [REDACTED] our [REDACTED] s, he's a livestock farmer, can't be with a truck, so while we are trying to figure this out, [REDACTED] our [REDACTED] is NOT available for sale, is having miles put on it, wear and tear on our vehicle and we are not having any luck finding the problem. Can you please give me a direction to go. This is a long drawn out adventure for both parties. Thanks so much! [REDACTED]

email is [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED]  
[REDACTED]  
[REDACTED] Subject: [REDACTED]

CRM: [REDACTED] Hey [REDACTED] Here is the brochure again for [REDACTED] Regarding tech assistance, please update hotline advising them of where you are at. The last update we see is [REDACTED] advising of a repair direction. If that did not work then you would need to update hotline with the most current data you have so they can investigate it further. If hotline exhausts all of their resources advising you of a repair direction, then they will escalate the contact to a Field Service Engineer for review. I have requested additional assistance on my end to try and see what we can do but you would need to continue to update hotline so we can keep this progressing. If the vehicle is under powertrain, then if you look at the new [REDACTED] 0 it tells you about a new [REDACTED] where [REDACTED] provides dealerships with provisions to supply customers with rentals. This way you can get [REDACTED] to cover a rental for the customer so you dont have to use your vehicle off of the lot. Ill follow up with you on [REDACTED] see if hotline was updated by your technician on [REDACTED] Thanks! Warmest regards, [REDACTED] y (r) [REDACTED] Customer Service Manager [REDACTED] Zones [REDACTED] and [REDACTED] eFax: [REDACTED]

Confidentiality: This email may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender. For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

[REDACTED] reviewing to THL update, there is not a current update at this time. Next steps: Check again for THL update. F/U on [REDACTED]

Good Morning [REDACTED], I will get the tech to update notes. Can you instruct me on how to put a vehicle into the loaner program? No one at the dealership knows how to do this, however, as I talk to [REDACTED] (owner) about this, the one he would put into the loaner program is the one that [REDACTED] is driving. If you could help me out with this, I would be most appreciative. Kind Regards, [REDACTED]

Unfortunately, I do not have the guidelines for adding a vehicle to the loaner program, you may be able to locate this information in [REDACTED] dealer. Or by contacting the loaner program. Sorry! Thank you!

SUBJECT-B GCCT

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] not updated by dealer as of yet. Customer is still in  
loaner vehicle. Awaiting update by dealer as advised during last conversation. Next steps: Dealer to update  
THL F/U on [REDACTED]

CASE ATTACHMENTS:

[REDACTED]

[REDACTED]

[REDACTED]



## CUSTOMER RELATIONSHIP CENTER - GOOD FAITH REVIEW WORKSHEET

|                                                                                 |                                                                                                                                   |                                           |
|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| Case Number: [REDACTED]                                                         | VIN: [REDACTED]                                                                                                                   | [REDACTED]'s Date [REDACTED]              |
| Date Case Opened [REDACTED]                                                     | Date Customer Requested [REDACTED]                                                                                                | Review from CSM: [REDACTED]               |
| Customer's Name: [REDACTED]                                                     | Customer's Phone Number: [REDACTED]                                                                                               |                                           |
| Customer's Physical Address ( <i>PO Box Numbers are not accepted</i> )          |                                                                                                                                   |                                           |
| Street: [REDACTED]                                                              |                                                                                                                                   |                                           |
| City: [REDACTED]                                                                | Zip Code: [REDACTED]                                                                                                              |                                           |
| Vehicle Year, Make, Model: [REDACTED]                                           | Current Mileage: [REDACTED]                                                                                                       |                                           |
| WSD: [REDACTED]                                                                 | Ownership Status (i.e. new, used): New <span style="float: right;">If</span><br>used, Purchase date: N/A Mileage at purchase: N/A |                                           |
| State Purchased: IA                                                             | State Registered: IA                                                                                                              |                                           |
| DEALERSHIP INFORMATION                                                          |                                                                                                                                   |                                           |
| Dealership Name: Creston Automotive                                             | P&A Code: [REDACTED]                                                                                                              |                                           |
| Dealership Contact Person: [REDACTED]                                           | Phone Number: [REDACTED]                                                                                                          |                                           |
| WHEN COMPLETING THE FOLLOWING INFORMATION, PLACE AN "X" IN THE APPROPRIATE BOX: |                                                                                                                                   |                                           |
|                                                                                 | YES                                                                                                                               | NO                                        |
| Is the vehicle currently repaired?                                              |                                                                                                                                   | x                                         |
| Is the vehicle currently at the dealership?                                     | x                                                                                                                                 |                                           |
| Is the customer currently in a rental vehicle?                                  | x                                                                                                                                 |                                           |
| Is the [REDACTED] Report related to the primary concern?                        | x                                                                                                                                 |                                           |
| Has the [REDACTED] been involved in the repairs?                                |                                                                                                                                   | x                                         |
| If yes, [REDACTED] Report Number: [REDACTED]                                    |                                                                                                                                   |                                           |
| [REDACTED] Name: N/A                                                            |                                                                                                                                   |                                           |
| LAW CRITERIA                                                                    |                                                                                                                                   |                                           |
| State: IA                                                                       |                                                                                                                                   |                                           |
| Presumption Period: [REDACTED]                                                  | Time Period for [REDACTED]: [REDACTED]                                                                                            |                                           |
| Number of Repair Attempts: [REDACTED]                                           | Out of Service: [REDACTED]                                                                                                        | Is this a Final Repair Attempt State: Yes |
| FINAL                                                                           | Calendar days                                                                                                                     |                                           |
| EXPLAIN THE MECHANICAL CONCERN AND THE PRIMARY REASON FOR THE BUYBACK REQUEST   |                                                                                                                                   |                                           |
| Veh loses power/stalls--MIL                                                     |                                                                                                                                   |                                           |
| PRIMARY CONCERN DETAILS                                                         |                                                                                                                                   |                                           |
| Date of 1 <sup>st</sup> repair for primary concern related to buyback request:  | Mileage: [REDACTED]                                                                                                               |                                           |
| Number of repair attempts for primary concern: 3                                | Estimated days out of service for repairs: 7                                                                                      |                                           |
| Specify type of days (i.e. Calendar, Business, Working): Calendar               |                                                                                                                                   |                                           |
| Submitted by (CSM): [REDACTED]                                                  |                                                                                                                                   |                                           |
| Date: [REDACTED]                                                                |                                                                                                                                   |                                           |



| Case Number: [REDACTED]                                                                                                                                                                                                                                                                                                                       |                |                            | VIN: [REDACTED] |                 |                    |                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------------------|-----------------|-----------------|--------------------|---------------------|
| <ul style="list-style-type: none"> <li>Indicate source of Repair Order Summary (i.e. R/Os or [REDACTED]: [REDACTED])</li> <li>Are there additional ROs not accounted for on this worksheet? (Yes/No) No *If Yes, ensure case notes indicate such.</li> <li>Name/Position/Phone Number of Dealership Contact: [REDACTED] [REDACTED]</li> </ul> |                |                            |                 |                 |                    |                     |
| RO or Document Number                                                                                                                                                                                                                                                                                                                         | RO Opened Date | AWS Load or RO Closed Date | Mileage         | Vehicle Concern | Services Performed | Days Out of Service |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |
| Beyond Presumption Period (24 Month/24,000 Miles)                                                                                                                                                                                                                                                                                             |                |                            |                 |                 |                    |                     |
| [REDACTED]                                                                                                                                                                                                                                                                                                                                    | [REDACTED]     | [REDACTED]                 | 48,586          | MIL             | Replaced fuel pump | 7                   |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |
|                                                                                                                                                                                                                                                                                                                                               | MM/DD/YY       | MM/DD/YY                   |                 |                 |                    |                     |

Total days down: 7

FYI

**CALENDAR DAYS** [REDACTED] in [REDACTED] including weekends and holidays.

**BUSINESS DAYS:** Monday through Friday. Hours and excluded holidays vary, but typically the day covers the period from 9 a.m. to 5 p.m. **Note:** If the [REDACTED] is closed on [REDACTED] this would not be considered a working day, even though other areas of the dealership may be open.

**WORKING DAYS:** A regular Federal work day. It does not include [REDACTED]. Sundays or public legal holidays.

FORD PROTECT

# Diesel EngineCARE

Extended Service Plan



FORD PROTECT

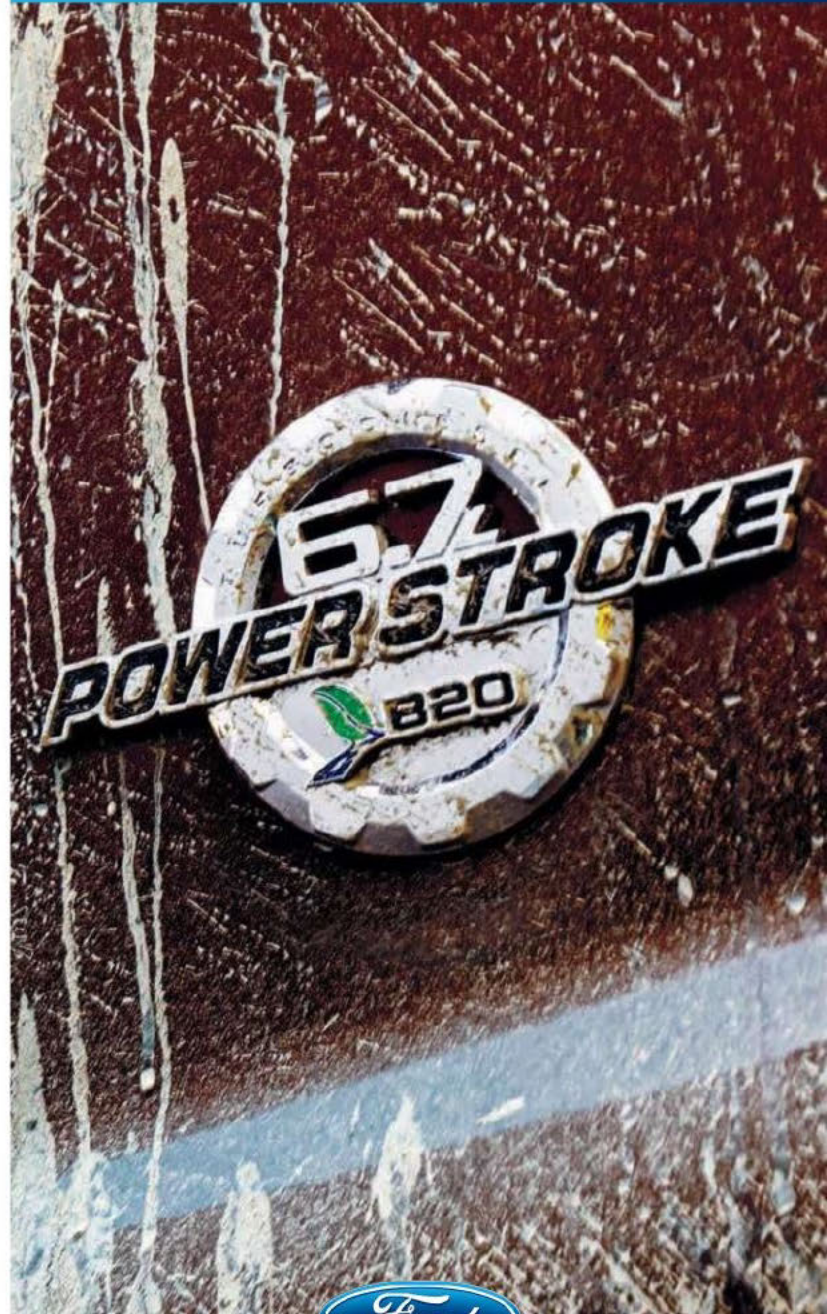
This brochure is intended to provide general information about [REDACTED]. Prices and plans may vary, but purchased plans are not subject to change. Plan availability, benefits, coverage and provider may vary by state. For use only with [REDACTED] contract.

In [REDACTED] on [REDACTED] vehicles is a Service Contract from [REDACTED].

In [REDACTED] is a Service Contract from [REDACTED].

DSLENGBRCH-F

Printed in [REDACTED]



Go Further

SUBJECT-B GCCT



## Drive On with Power.

Coverage Up to the Earliest of [REDACTED],  
[REDACTED] or [REDACTED] Hours for  
[REDACTED] and [REDACTED] Engines.

### Diesel EngineCARE [REDACTED] Parts

Must be purchased within the earliest of  
[REDACTED] of the  
Diesel Power Stroke® Warranty Coverage.

- All Internal Lubricated Parts
- Crankcase Oil Cooler
- Cylinder Block
- Cylinder Head Gasket
- Cylinder Heads
- EGR Cooler
- Fuel Injection Pressure Regulator
- Fuel Injection Pump
- Fuel Injectors
- Oil Pump
- Timing Chain (Gears or Belt)
- Timing Chain Cover
- Turbocharger (Factory-Installed)

### Diesel EngineCARE Plus [REDACTED] Component Parts

Must be purchased within the earliest of  
[REDACTED] of the  
New Vehicle Limited Warranty Coverage.

- All Internal Lubricated Parts
- Crankcase Oil Cooler
- Cylinder Block
- Cylinder Heads
- EGR Cooler
- Flywheel
- Fuel Injection Pressure Regulator
- Fuel Injection Pump
- Fuel Injectors
- Manifold (Exhaust and Bolts)
- Manifold Intake and Bolts
- Oil Pan
- Oil Pump
- Seals and Gaskets (Cylinder Head Gasket)
- Thermostat
- Thermostat Housing
- Timing Chain (Gears or Belt)
- Timing Chain Cover
- Turbocharger (Factory-Installed)
- Valve Covers
- Water Pump

### The [REDACTED] Diesel EngineCARE Extended Service Plan Coverage Includes:

- [REDACTED] standard deductible
- Repair or replacement of covered component parts for the earliest of the time, miles and hours selected; parts and labor are included
- Failure of covered component parts due to normal wear, mechanical breakdowns and repairs caused by defective material or workmanship
- Coverage expires at the earliest of number of months, miles or actual or equivalent hours purchased from the New Vehicle Limited Warranty start date, [REDACTED] miles and [REDACTED]

### Roadside Assistance

- Towing Assistance ([REDACTED] occurrence)
- Emergency Travel Expense ([REDACTED] within the [REDACTED] per occurrence)
- Destination Assistance ([REDACTED])

### Rental Vehicle Benefits

- [REDACTED] for [REDACTED]
- Enhanced Rental Option – An upgraded rental benefit, providing coverage of [REDACTED]/day for [REDACTED]

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] COMMUNICATION: Phone  
CASE [REDACTED] [REDACTED]: Vehicle Concern | FIN Assist Request | CLP / [REDACTED] | Has been to Dealer  
DEALER NAME:  
PA CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODE [REDACTED] MODEL: [REDACTED] SUPER DUTY MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] N | [REDACTED] |  
ADDRESS [REDACTED]  
[REDACTED] COUNTRY: INMAN | SC | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME: [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:

CUSTOMER SAYS: Customer purchased a vehicle in [REDACTED] and they broke down. Had it at the dealership and pickup [REDACTED] after it was suppose to be repaired he picked up vehicle and broke back down with the same exact problem. Still leaking diesel fuel. He will go down the road and it loses power and the cluster comes on with all the different lights saying complete engine failure or engine loss. He sees the leak then smells it and knows it is diesel fuel. Truck is being towed to the dealership by were he broke down this time. Customer said her husband paid [REDACTED] the truck to be towed to the nearest dealership the last time. PER CUST. [REDACTED] SAYS: [REDACTED] CRC ADVISED: Gave customer the address to submit her tow cost. Advised her I established a case for her and gave her case number [REDACTED]. I will escalate your case/request to our [REDACTED] Customer [REDACTED] Manager who works daily with your dealership's management team. The [REDACTED] Customer [REDACTED] manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [REDACTED] Customer [REDACTED] Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer [REDACTED] Manager within [REDACTED]. The case number that I have established for you [REDACTED] is [REDACTED]. [REDACTED]'s commitment is to honor the new vehicle limited warranty this does not guarantee that [REDACTED] will buyback your vehicle.

Email Created On: [REDACTED] From: [REDACTED] Email Subscription To: [REDACTED]  
Subject: Contact to [REDACTED] RE: [REDACTED] Dear [REDACTED] this  
email is to confirm your recent contact to [REDACTED] regarding your [REDACTED] SUPER  
DUTY. You will receive contact from our regional Customer [REDACTED] Manager [REDACTED] within [REDACTED]  
to introduce themselves and develop an action plan to address your concern. Your case number, along  
with the contact information for the regional Customer [REDACTED] Manager is listed below. Case Number: CAS-  
[REDACTED] Name: [REDACTED] Phone: [REDACTED] Email:  
[REDACTED] Sincerely, [REDACTED] Customer Care Team

Ticket Number: [REDACTED] Customer: [REDACTED] N Business phone: null Home phone:  
[REDACTED] mobile phone: null LTV Score: 98 Vehicle Purchase Status: Original Owner Dealer name:  
[REDACTED] SA: [REDACTED] Dealer phone [REDACTED] VIN: [REDACTED] Year: [REDACTED]  
Make: [REDACTED] Model: [REDACTED] Warranty Start Date: [REDACTED]  
Engines Specification: [REDACTED] T/C DSL Open Recall/FSA: NO ESP. [REDACTED] NEW  
PREMIUMCARE W/ROADSIDE [REDACTED] NEW [REDACTED] (M&W) [REDACTED]  
INTERVAL [REDACTED] TIRECARE-GROUP INCLUDE [REDACTED] RENTAL [REDACTED] - [REDACTED] 6  
[REDACTED] TECHNICAL SERVICE BULLETINS [REDACTED] Hotline Contact: NO Warranty History: NO

CUSTOMER SAYS: customer is calling because her vehicle was picked up from the dealership [REDACTED] and her husband broke down again [REDACTED]. Customer was driving from the dealership to his job site when he broke down again. They are towing it to another dealership because he is out of range from the dealership that did the repair. The [REDACTED] told him the harness had a wire tie. The dealership removed wire tie the replaced the part and put what they thought was wrong and fixed it this morning. When her husband picked it up it drove great for [REDACTED] then the lights from the gauges came on then just lose complete power. That's when he can tell he is dumping diesel. PER CUST. [REDACTED] SAYS: N/A CRC ADVISED: Advised customer that she should let the Customer [REDACTED] Manager know her husband just broke down again for the [REDACTED] when they call her.

[REDACTED] dlr SA [REDACTED] He stated that the vehicle has not arrived back as of yet, he stated the vehicle was repaired [REDACTED] came off the fuel rail and that where they were losing their pressure. They are going to order the passenger side fuel rail and they are currently awaiting the vehicle to be towed back now.

[REDACTED] customer [REDACTED] I advised the customer of my role. she stated that the vehicle was towed to another [REDACTED] dlr. She stated that the vehicle went to [REDACTED] in [REDACTED] and then [REDACTED]. She states that the gauges will come on and and will lose power while losing diesel fluid. She stated the vehicle is at [REDACTED] and I stated that I will inform the dlr that they would need to contact the technical assistance team because this will be the [REDACTED] in the short period of time to the dlr. I confirmed she had my number and I provided her with the address and fax number to the roadside assistance claim/refund dept/ F/U set for [REDACTED]

[REDACTED] @ [REDACTED] he stated that it has to have fuel line, and it already been ordered and should arrived [REDACTED]. I stated that since this is the [REDACTED] dealer visit in the [REDACTED] tech hotline has to be contacted. He stated that he has to put me on the phone with [REDACTED] he took down my number and stated she will call me back

Good Morning [REDACTED] I know this is the customers [REDACTED] to this dealership but this is the [REDACTED] within the [REDACTED] to [REDACTED] for the same concern so this will be the [REDACTED] attempt please contact technical assistance team for repair direction. Thanks

Email Created On: [REDACTED] From: To: [REDACTED] Subject: [REDACTED] Technical Assistance Request Assignment for Case - [REDACTED] Please refer to the above regarding case for details about this [REDACTED] Technical Assistance Request

Next Step Checking to see if tech hotline has been contacted, contacting dlr, updating customer [REDACTED]

[REDACTED] from [REDACTED], she stated that the fuel line on #4 is actually separated, she stated that they have contacted tech assistance team as requested. I stated that the vehicle has been to [REDACTED] to [REDACTED] so I want to make sure that once it leaves them that it's not towed back in. So I want to make sure everyone is included so we [REDACTED] agreed. She stated that all parts will be ordered and that they will drive the vehicle before its released and that I will contact her [REDACTED]

she stated that tech hotline is still showing pending, [REDACTED] taxed over the RO invoice and the warranty claim so they replace the a different part #, She stated she does not have a ticket number to give, she stated she ordered fuel return line and the fuel for the injector. I stated I don't see the [REDACTED] report. I stated don't release this vehicle until they drive this vehicle to make sure everything is operating

[REDACTED] customer [REDACTED] I stated that the dealership has contacted [REDACTED] to obtain information, but they have contacted tech hotline but they are awaiting a response. I stated that they are not going to release this vehicle until they know that it is fixed and I will follow up on [REDACTED]

Next Step Checking to see if hotline has responded, contacting dlr, updating customer [REDACTED]

"By [REDACTED]" - We have found contamination in fuel, have sent fuel to a local Oil company for sample to get tested. I will update you when we find out what the results are.

[REDACTED] customer [REDACTED] I stated that based on what I was told they found fuel contamination so they have sent it to be tested so I will set a follow up to call her on [REDACTED] but I will call sooner if I have an update before than.

Next Step Contacting dlr to get an update, updating customer [REDACTED]

[REDACTED] @ [REDACTED] I was told that [REDACTED] motor maint filed a claimed that the oil is full of DEF fluid and that why the each of the repairs are not working and the lines keeps blowing it off and that [REDACTED] motors files a claimed of an oil change @ [REDACTED] but he shows [REDACTED] on this vehicle. He stated that he has contacted the customer and has provided them with the findings so far and that they have contacted their insurance company. I stated for him to update the case notes once he gets the results back from the fuel sample sent to the oil company.

[REDACTED] assisting [REDACTED] (truck center) Spoke to [REDACTED]. She states that the vehicle does have DEF fluid in the gas tank. Vehicle is showing it had an oil change. This was deemed to be false as the [REDACTED] that has the RO for the oil change provided the wrong VIN number and it just happened to be the VIN number for this vehicle. [REDACTED] is not responsible for this mistake. This was done by the customer and will be paid for by the customer. [REDACTED] states that customer has already agreed to pay for this repair. Customer did contact their insurance company and they were told (by the insurance company) to file [REDACTED], but as this was at fault by the customer the lemon law will not apply. [REDACTED] The husband answered and asked me to call her phone. [REDACTED] \*\*\*\* [REDACTED] Levit VM Next Step Let the customer know that there is nothing [REDACTED] can do. Close case [REDACTED]

[REDACTED] customer [REDACTED] She stated that they are going to be paying for the repairs at this time, I told her that I will be going to be closing her case.

No assistance will be provided at this time

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] CCT COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | CCT Criteria |  
DEALER NAME [REDACTED]  
PA CODE [REDACTED] SALES CODE [REDACTED] REGION [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] DUTY MILEAGE: [REDACTED]  
BODY STYLE: [REDACTED] CREWCA [REDACTED]  
LAST NAME FIRST NAME MIDDLE: | |  
ADDRESS:  
[REDACTED] COUNTRY: | | |  
HOME PHONE:  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME: [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:

OWNER [REDACTED] & [REDACTED] DELEGATE: [REDACTED] PHONE: [REDACTED] VIN: [REDACTED]  
[REDACTED] MILEAGE: [REDACTED] SCORE: [REDACTED] CUST SAYS: We had to have the truck serviced.  
[REDACTED] states that it will not be covered under warranty. [REDACTED] fuel filter cracked and spilled diesel fuel.  
Because we had not changed the fuel filter this voids the warranty. Paid [REDACTED] for tow. Then [REDACTED] was  
[REDACTED] AND THE TAILGATE WAS STOLEN AT THE DEALER. It's been a week with out my truck.  
[REDACTED] offered 10% but that is not acceptable. PER CUST [REDACTED] SAYS: N/A [REDACTED] ADVISED: I will  
escalate your case/request to our [REDACTED] Customer Service Manager who works daily with your  
dealership's management team. The [REDACTED] Customer Service Manager has access to all [REDACTED]  
resources and will use these resources to assist you and your dealership regarding your situation. The [REDACTED]  
[REDACTED] Customer Service Manager will receive the information you have just provided me and will do a  
thorough review on your behalf. You can expect a phone call from your [REDACTED] Customer Service Manager within [REDACTED]  
[REDACTED] The case number that I have established for you [REDACTED] is [REDACTED] [REDACTED] hung up  
before I could provide verbiage or case number.  
[REDACTED] ADVISED: [REDACTED] TO cust to provide verbiage and case number.  
Email Created On: [REDACTED] From: [REDACTED] Email Subscription To: [REDACTED] CONCRETE &  
[REDACTED] Subject: Contact to [REDACTED] RE: [REDACTED] Dear [REDACTED]  
CONCRETE & [REDACTED] This email is to confirm your recent contact to [REDACTED] regarding  
your [REDACTED] DUTY. You will receive contact from our regional [REDACTED] Customer Service Manager  
( [REDACTED] ) within [REDACTED] to introduce themselves and develop an action plan to address your concern.  
Your case number, along with the contact information for the regional [REDACTED] Customer Service Manager is listed  
below. Case Number: [REDACTED] Name: [REDACTED] Phone: [REDACTED]  
[REDACTED] Email: [REDACTED] Sincerely, [REDACTED] Customer Care Team  
[REDACTED] EXT [REDACTED] INITIAL REVIEW CUST HIGH PHONE [REDACTED] Ticket Number: [REDACTED]  
[REDACTED] Home: [REDACTED] CONCRETE & [REDACTED] phone: null Home phone: [REDACTED]  
Mobile phone: null LTV Score: 93 Vehicle Purchase Status: Original Owner Dealer name: [REDACTED]  
Dealer P&A: [REDACTED] Dealer phone: [REDACTED] VIN: [REDACTED] Year: [REDACTED] Make: [REDACTED]  
Model: [REDACTED] SUPER DUTY Mileage: [REDACTED] Warranty Start Date: [REDACTED] Engines Specification:  
[REDACTED] v8 7.0C DSL Open Recall/FSA: NO ESP: NO Hotline Contact: no Warranty History:  
OWNER [REDACTED] & [REDACTED] DELEGATE: [REDACTED] PHONE: [REDACTED] CONCERN:  
[REDACTED] fuel filter cracked and spilled diesel fuel. Because we had not changed the fuel filter this voids the  
warranty \*\* [REDACTED] TO S/M [REDACTED] N A [REDACTED] = Not available. LM with contact info \*\* [REDACTED] TO  
CUSTOME [REDACTED] = not available. LM with contact info. Advised will f/u on [REDACTED] before cob.  
\*\*next steps: [REDACTED] to contact dealer and customer  
[REDACTED] says: Updating on his request. [REDACTED] says: n/a [REDACTED] advise: [REDACTED] contacted him, and left a  
vm message. They werent able to talk and advised him that I will transfer him to the [REDACTED].  
[REDACTED] EXT CONCERN: [REDACTED] fuel filter cracked and spilled diesel fuel. Because we had not  
changed the fuel filter this voids the warranty \*\* [REDACTED] TO S/M [REDACTED] N A [REDACTED] = Not  
available. LM with contact info \*\* [REDACTED] TO CUSTOME [REDACTED] = [REDACTED] Customer states the vehicle is  
fixed but he has not picked it up yet. Advised the charge is [REDACTED]. Advised customer that due to customer  
loyalty to [REDACTED] will be able to assist with the charges and will update the case. [REDACTED] Customer appreciates  
the help. States that his vehicle is still at the dealer because someone stole his tailgate. Dealer will replace  
at no charge to the customer. \*\* SET F/U FOR [REDACTED] BEFORE COB. TO SEE IF RESOLVED / GIVE  
DEALER APPROVAL FOR [REDACTED]  
Diagnostic charges the customer paid for  
[REDACTED] EXT [REDACTED] \*\* [REDACTED] TO [REDACTED] S/M [REDACTED] N A [REDACTED] = ( [REDACTED] AGREED TO ASSIST  
WITH CUST CHARGES O [REDACTED] AND TO SEE IF CUSTOMER PICKED UP VEHICLE. Advised to use  
[REDACTED] program code with approval # [REDACTED] \*\* [REDACTED] TO CUSTOME [REDACTED] = [REDACTED] Customer  
states happy with the help. Advised customer closing the case. CASE CLOSED  
[REDACTED] EXT [REDACTED] = [REDACTED] TO [REDACTED] ON ANOTHER CASE. APPROVAL# NOT WORKING. COULD  
BE THAT THE AMOUNT WAS \$ 165.61 OR THAT IT SHOULD BE LINE 02 NOT [REDACTED] OPENED  
[REDACTED] AND ADVISED NEW APPROVAL # [REDACTED] = CLOSING CASE

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] 1 Inbound COMMUNICATION: Phone  
CASE [REDACTED] [REDACTED]: Vehicle Concern | FIN Assist Request | CLP / [REDACTED] Criteria | Has been to Dealer  
DEALER NAME [REDACTED]  
[REDACTED] CODE [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]  
BODY STYLE: [REDACTED] CREW CAB DRW  
LAST NAME [REDACTED] NAME [REDACTED]: [REDACTED] S [REDACTED]  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY: JONESBOROUGH | TN [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Driving [REDACTED] ormanance | Hesitates/Stumble | Cruise/ Steady Speed | OTHER  
ANALYST NAME: [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS: [REDACTED]

\*\*Attention Service Managers: Your CSM (Customer Service Manager) does not see this case. If you are seeking assistance from [REDACTED] Company on this case, please reach out to your CSM directly.\*\* Cust Says: [REDACTED] [REDACTED]. The fuel filter is busted and its not a ford part. The warranty will not cover it but we told them that it's fine. They want me to pay for the diagnostic fee. They are asking me to provide [REDACTED] to replace it. I was going down the road, we pulled over, The veh is jerking, It started leaking fuel, [REDACTED] Cust, [REDACTED] says: N/A [REDACTED] Advised: I will escalate your case to the Service Manager at your dealership. The Service Manager will review your case for further consideration. You should contact your Service Manager for updates regarding your case. Based on our records, your point of contact will be [REDACTED] at the following phone number: [REDACTED] The case number that I have established for you [REDACTED] is CAS-[REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED: [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] Inbound COMMUNICATION: Phone  
CASE [REDACTED] [REDACTED]: Vehicle Concern | Repair Assistance | CLP / [REDACTED] Criteria |  
DEALER NAME [REDACTED]  
PA CODE [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] SUPER DUTY MILEAGE: [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB - SRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] - | [REDACTED] | W  
ADDRESS [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] [REDACTED] | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:

[REDACTED] cust says: [REDACTED] had a fuel leak, the fuel filter has a whole in it my perception that is a defective parts, assisted by the service advisor per cust dealer: will not cover according to the service advisor crc advised: I will escalate your case to the Service Manager at your dealership. The Service Manager will review your case to ensure the resources available to assist with repairs are being fully utilized. You should contact your Service Manager for updates regarding your case. Based on our resources, your point of contact will be [REDACTED] gave the phone number: [REDACTED]  
[REDACTED] \*\*\*Attention Service Managers: Your CSM (Customer Service Manager) does not see this case. If you are seeking assistance from [REDACTED] Company please utilize the Technical Hotline, if appropriate. Please reach out to your CSM directly as well, if needed.\*\*\*

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] CCT COMMUNICATION: Phone

CASE [REDACTED]: Vehicle Concern | FIN Assist Request | CCT Criteria |

DEALER NAME [REDACTED]

PA CODE [REDACTED] SALES CODE: [REDACTED]

REGION: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED]

MODEL: [REDACTED] MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] SRW

LAST NAME [REDACTED] NAME MIDDLE: | |

ADDRESS:

[REDACTED] ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | OTHER

ANALYST NAME [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED] [REDACTED]

[REDACTED] Says: [REDACTED] bc [REDACTED] Owner [REDACTED] adv that they had a veh broke down [REDACTED] away from home. [REDACTED] adv that you could hear a loud pop and the the veh broke down [REDACTED] took ven to the dlr. [REDACTED] adv that the veh was towing. [REDACTED] states that this happened back in [REDACTED] Ven was at the dlr for [REDACTED] [REDACTED] paid [REDACTED] wasn't aware that there was any issue with the veh leaking fluids. [REDACTED] was working with [REDACTED] the dlr. [REDACTED] adv that he has been trying to work [REDACTED] with this dlr and his home dlr on reimbursement and hasn't gotten any answers. [REDACTED] is seeking some sort of reimbursement. Per [REDACTED] Dlr Says: Dlr adv Oil and fuel filters were leaking. Dlr replaced brake booster and cap etc. [REDACTED] Says: Adv cust of f/u by [REDACTED]

[REDACTED]

Contact cust delegate. Escalation per TL. [REDACTED] to cust at [REDACTED] Adv cust that since veh veh has already been repaired that I would escalate the case for a call back by [REDACTED] on Monday at the latest. Adv cust case number along with [REDACTED]s name and contact info with ext.

[REDACTED] [REDACTED]

Ticket Number: [REDACTED] Owner: [REDACTED]  
Business phone: [REDACTED] Home phone: [REDACTED] LTV Score: FLT 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] Warranty  
Start Date: [REDACTED] Engines Specification: [REDACTED] HPCR V8 T/C DSL Open Recall/FSA: [REDACTED]  
EXHAUST GAS TEMPERATURE SENSOR EXTENDED COVERAGE ESP [REDACTED]  
84/200,000/8,000 [REDACTED] DIESEL CARE PLUS W/R.SIDE Hotline Contact: [REDACTED] Warranty History: [REDACTED]  
[REDACTED] oil leaking, replaced brake booster

[REDACTED] [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] Email Subscription To: [REDACTED]  
[REDACTED] Contact to [REDACTED] RE: [REDACTED] Dear [REDACTED]  
[REDACTED] regarding your [REDACTED] This email is to confirm your recent contact to [REDACTED]  
[REDACTED] Customer Service Manager ( [REDACTED] ) within [REDACTED] You will receive contact from our regional [REDACTED]  
[REDACTED] to introduce themselves and develop an action plan to address your concern. Your case number, along with the contact information for the regional [REDACTED]  
[REDACTED] Customer Service Manager is listed below. Case Number: [REDACTED] Name: [REDACTED]  
[REDACTED] Phone: [REDACTED] Email: [REDACTED] Sincerely, [REDACTED]  
[REDACTED] Customer Care Team

[REDACTED] [REDACTED]

[REDACTED] to SA [REDACTED] ( [REDACTED] ) - SA not sure what cust is requesting reimb for.

[REDACTED] [REDACTED]

[REDACTED] to Mr. [REDACTED] - Left message adv calling to f/u concern. Adv of f/u to [REDACTED] NEXT STEPS: F/U [REDACTED] for [REDACTED] attempt initial

[REDACTED] [REDACTED]

VISITING OWNER THAT BROKE DOWN IN OUR AREA. CAC TUBE BLEW OFF AND BLEW OIL ALL OVER WAS THE CONCERN. CUST HAS DIESEL CARE EXT WARRANTY SOLD TO HIM BY HIS SELLING DEALER. WE INSPECTED THE VEHICLE AND DETERMINED THE CAC TUBE NEEDED REPLACEMENT AND FOUND THE BRAKE BOOSTER GASKET AND FUEL FILTERS LEAKING. I WAS STANDING NEXT TO MY ADVISOR WHEN SHE CALLED [REDACTED] AND EXPLAINED THE CAC TUBE AND FILTERS WERE NOT COVERED BY HIS WARRANTY AND WOULD COST APPROX [REDACTED] TO REPAIR AND THE BOOSTER GASKET WOULD BE COVERED BY HIS WARRANTY. [REDACTED] APPROVED THE REPAIRS AND HAD HIS DRIVER COLLECT THE VEHICLE AFTER COMPLETION OF THE REPAIRS. I CONTACTED [REDACTED] AFTER RECEIVING A NEGATIVE SURVEY RESPONSE FROM HIM TO INQUIRE AS TO WHY HE GRADED US SO LOW AND HE PROCEEDED TO TELL ME THAT ALL OF THIS SHOULD HAVE BEEN COVERED UNDER HIS WARRANTY WHICH HE WAS UNDER THE IMPRESSION WAS A FULL COVERAGE WARRANTY. I EXPLAINED HIS DIESEL CARE WARRANTY TO HIM AND SUGGESTED HE TAKE THAT UP WITH HIS SELLING DEALER FOR THE MISUNDERSTANDING. HE THEN PROCEEDED TO TELL ME THAT HE NEVER WAS TOLD ABOUT THE ITEMS THAT WERE NOT COVERED BY HIS WARRANTY AND HE NEVER AUTHORISED THE NON COVERED REPAIRS. [REDACTED] I WAS STANDING RIGHT NEXT TO MY ADVISOR WHILE SHE EXPLAINED TO HIM VERY CLEARLY WHAT WAS AND WHAT WAS NOT COVERED AND THE TOTAL COST TO WOULD BE.

[REDACTED] [REDACTED]

[REDACTED] to Mr. [REDACTED] - [REDACTED] sts he is looking or assistance from [REDACTED] to reimb. [REDACTED] has adv that they will not assist. [REDACTED] requests cust send in receipt for review. [REDACTED] agreed. NEXT STEPS: TEXT OVER CONTACT INFO. AWAIT RECEIPTS. F/U [REDACTED] IF RECEIPTS NOT YET REC'D

[REDACTED] [REDACTED]

Email Created On: [REDACTED] From: To: Subject: [REDACTED] Per our earlier conversation, here is my fax followed by my contact info. Replies will be answered. Fax is [REDACTED] Regards, [REDACTED] Regional [REDACTED] Customer Service Manager, [REDACTED]  
[REDACTED] to Mr. [REDACTED] - [REDACTED] adv after review, [REDACTED] C is pleased to offer reimb in the amount of [REDACTED] thanked [REDACTED] for the assistance. [REDACTED] adv will try to work w/ [REDACTED] process the reimb. [REDACTED] will f/u wed to adv of status. NEXT STEPS: F/U w/ [REDACTED] to discuss reimb of [REDACTED]

[REDACTED] [REDACTED]

[REDACTED] to SM [REDACTED] ( [REDACTED] ) - Left message requesting callback

[REDACTED] [REDACTED]

NEXT STEPS: [REDACTED] w/ [REDACTED] for reimbursement assistance

[REDACTED] [REDACTED]

correction: [REDACTED]

[REDACTED] [REDACTED]

[REDACTED] to SM [REDACTED] - [REDACTED] requests dlr assistance in providing reimb. SM provided R.O. info. [REDACTED] provided approval code. [REDACTED] adv to mail check to cust once available.

[REDACTED] [REDACTED]

[REDACTED] to Mr. [REDACTED] - Phone was picked up then disconnected.

[REDACTED] SUBJECT-B GCCT

Email Created On: [REDACTED] From: To: Subject: [REDACTED] Mr. [REDACTED] I apologize I was unable to reach you by phone [REDACTED]. I wanted to confirm that we did get the reimbursement processed through [REDACTED]. The dealership will be sending a check to you in [REDACTED]. If you do not receive it, please feel free to contact me back directly. Regards, [REDACTED] y (1)  
[REDACTED] Customer Service Manager | FCSD 888-88-12345-77700 eFax: 1-888-1-11111  
www.ford.com  
[REDACTED] [REDACTED] to [REDACTED] [REDACTED] [REDACTED] - [REDACTED] adv calling back to discuss the case. [REDACTED] D sts he is now aware that the decision to reimb was based on the fact that cust is a [REDACTED] fleet cust.

CASE ATTACHMENTS:

[REDACTED]

[REDACTED]

[REDACTED]

## Text Message

CRM:05

Per our earlier conversation,  
here is my fax followed by  
my contact info.

be answered. Fax is

888-410-3226. Regards,

, Regional  
Customer Service Manager,



Oct. 18. 2017- [REDACTED] SCY-CORP TRALER- 5253

Roadside No. [REDACTED]

Fleet 800 [REDACTED]



Phone: [REDACTED]

Fax: [REDACTED]

Promised: 09/27/2015 5:00:00 PM

REPRINT

Cashiered Date: [REDACTED]

Tag #:

## \* Service Invoice Customer Copy \*

SO #:

Customer No: [REDACTED]

Advisor: [REDACTED]

Invoice Date: [REDACTED]

Term: CASH

License No [REDACTED]

Odometer In [REDACTED]

Odometer Out [REDACTED]

Delivery Date [REDACTED]

Stock No [REDACTED]

Year Make [REDACTED]

Model No [REDACTED]

or [REDACTED]

Home [REDACTED]

Bus: [REDACTED]

Vehicle ID No [REDACTED]

Selling Dealer [REDACTED]

SO Date [REDACTED]

InServ Date [REDACTED]

Location [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

Engine Size [REDACTED]

POWER STROKE V8 TUR

Fleet# [REDACTED]

## Request/Concern

Type

CSR#

Amount

1 DIAG19

CUSTOMER STATES THERE WAS A LOUD BANG FROM [REDACTED]  
[REDACTED] FOUND HOSE BLOWN OFF AND OIL EVERYWHERE

Diag19

[REDACTED] Diagnosis

REPLACE LOWER CAC TUBE

1

TUBE - OUTLET

CRO

1

VC 12

[REDACTED] ANTIFREEZE

CRO

Technician [REDACTED]

Cause:

PERFORMED VISUAL/MECHANICAL INSPECTION.  
FOUND CAC OUTLET TUBE LOWER CLAMP BROKEN.  
REC REPLACEMENT AND RECHECK. FOUND FUEL  
AND OIL LEAKS. ISOLATED FUEL LEAK TO UPPER  
FUEL FILTER ASSY, REC FILTERS. FOUND FRONT  
BRAKE BOOSTER GASKET SEEPAGE, REC REPLACE  
CLEAN/ADD OIL DYE.REPLACED BROKEN CAC TUBE AND REMOVED  
BRAKE BOOSTER AND REPLACED GASKET.  
REINSTALLED REMOVED COMPONENTS, PASS.

Correction:

REPLACED CAC TUBE ASSY AND REPLACED BRAKE  
BOOSTER OIL [REDACTED]

Request Total

506.00

2 99P

REPORT CARD

[REDACTED]

REPORT CARD

C

0.00

GBATT

BATTERY AND CABLES OK

C

[REDACTED]

BRAKE SYSTEM (LINES, HOSES, PARKING [REDACTED], OK AT  
THIS TIME.

C

GTIRE

TIRES CHECKED AND OK

Technician [REDACTED]

Cause:

SEE CORRECTION. FOUND OIL/FUEL LEAKS.

Correction:

REPORT CARD/INSPECTION.

Request Total

## Added Operation

3

REPLACE FUEL FILTERS, [REDACTED] AND FRAME MOUNTED (6.0L  
DIESEL)

REPLACE FUEL FILTERS, [REDACTED] AND FRAME

## EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall the dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency or comfort.

DATE \_\_\_\_\_

SIGNED X \_\_\_\_\_

[REDACTED] SUBJECT-B GCCT



Phone: [REDACTED]

Fax: [REDACTED]

Promised: [REDACTED]

**REPRINT**

Cashiered Date: [REDACTED]

Tag #:

**\* Service Invoice Customer Copy \***

SO #:

Customer No: [REDACTED]

Advisor: [REDACTED]

Invoice Date: [REDACTED]

Term:

CASH

License No

Odometer In

Odometer Out

Delivery Date

Stock No

65879

65881

Year Make

Model

Model No

Color

Vehicle ID No

Selling Dealer

SO Date

InServ Date Location

Home: [REDACTED]

Bus: [REDACTED]

Cell: [REDACTED]

Today [REDACTED]

Email: [REDACTED]

Engine Size

POWER STROKE

Fleet#

Request/Concern

Type

CSR#

Amount

MOUNTED ( [REDACTED] DIESEL)

ELEMENT

CRO

102.85

Technician [REDACTED]

Cause:

SEE CORRECTION.

Correction:

REPLACED UPPER/LOWER FUEL FILTERS.

Request Total

Added Operation

4 WRKD

THE WORKS DIESEL OIL CHANGE, TIRE ROTATION, AND  
MULTIPOINT INSPECTION, RESET OIL MINDER

WRKD

THE WORKS DIESEL OIL CHANGE, TIRE ROTATION, AND  
MULTIPOINT INSPECTION, RESET OIL MINDER

31.00

1

FL [REDACTED] KIT - ELEMENT &amp; GASKET - OIL F

CRO

[REDACTED]

XO [REDACTED] MOTORCRAFT OIL DIESEL [REDACTED]

CRO

Technician [REDACTED]

Cause:

SEE CORRECTION.

Correction:

PERFORMED WORKS PACKAGE, RESET  
REMINDERS.

Request Total

Added Operation

5 DIAG

CUSTOMER STATES THERE IS AN OIL LEAK

DIAG

CUSTOMER STATES THERE IS AN OIL LEAK

195

MT

2005aa

W

GASKET - VACUUM PUMP

WNT

Technician [REDACTED]

Cause:

SEAL LEAKING

Correction:

R AND L BRAKE BOOSTER AND REPLACE LEAKING  
SEAL

Request Total

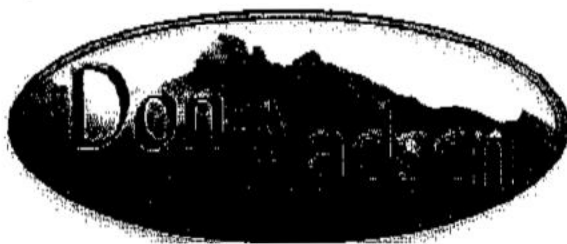
**EXCLUSION OF WARRANTIES**

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DATE \_\_\_\_\_

SIGNED X \_\_\_\_\_

[REDACTED] SUBJECT-B GCCT



Phone: [REDACTED]

Fax: [REDACTED]

Promised: [REDACTED] 5:00:00 PM

**REPRINT**

Cashiered Date: [REDACTED]

Tag #:

**\* Service Invoice Customer Copy \***

SO #: [REDACTED]

Customer No: [REDACTED]

Advisor: [REDACTED]

Invoice Date: [REDACTED]

Term: CASH

License No [REDACTED]

Odometer In [REDACTED]

Odometer Out [REDACTED]

Delivery Date [REDACTED]

Stock No [REDACTED]

Year Make [REDACTED]

Model [REDACTED]

Model No [REDACTED]

Color [REDACTED]

Home [REDACTED]

Bus: [REDACTED]

Vehicle ID No [REDACTED]

Selling Dealer [REDACTED]

SO Date [REDACTED]

InServ Date [REDACTED]

Location [REDACTED]

Email: [REDACTED]

Engine Size [REDACTED]

POWER STROKE [REDACTED]

Fleet# [REDACTED]

Request/Concern

Type

CSR#

Amount

LABOR

PARTS

SUPPLIES

SUBTOTAL

**TOTAL INVOICE****EXCLUSION OF WARRANTIES**

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DATE \_\_\_\_\_

SIGNED X \_\_\_\_\_

[REDACTED] SUBJECT-B GCCT

[Print Page Click Here](#)WARRANTY AND EXTENDED SERVICE PLAN (ESP) VERIFICATION BY PART NUMBER [Help](#)

## • WARRANTY COVERAGE INFORMATION

## Main Inquiry:

PART NUMBER: (TUBE AIR COOLER OUTL)

REPAIR DATE:

REPAIR DISTANCE:

STATE:

NO COVERAGE FOUND

Refer to Warranty &amp; Policy and (Parts Coverage Directory - only) for coverage exceptions or limitations that may apply.

Components Requiring a Repair (code can be found on the PTS Home page/Technical Assistance dropdown OR FMQDealer/Parts &amp; Service/Warranty Admin &amp; Warranty/Important Warranty Information.

## Warranty Prior Approval Inquiry Results:

PRIOR APPROVAL NOT CHECKED WHEN NO COVERAGE IS FOUND

Warranty Prior Approvals

## Parts Lookup:

## • ESP PART NUMBER INFORMATION

ESP PART NUMBER (TUBE AIR COOLER OUTL)  
IS NOT COVERED ON ACTIVE CONTRACT(S).

REPAIR DATE:

REPAIR DISTANCE:

COUNTRY:

[Click here for Prior Approval](#)

## • VEHICLE INFORMATION

## VEHICLE DESCRIPTION

SUPER

TRANSMISSION

Trans

VIN

GVW

LB. GVW

## BODY STYLE

(CREW

AXLE CODE

3J

INQUIRY DATE

Diesel

CALIBRATION

INQUIRY TIME

## • WARNING MESSAGES

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR EMISSIONS WTY

## • GENERAL WARRANTY INFORMATION

WARRANTY START DATE

BUILD DATE

SALE MILEAGE

## • EXTENDED COVERAGES

DIESEL CARE PLUS W/R SIDE

STANDARD DEDUCTIBLE:

OWNER NAME:

OPTIONS:

EXPIRATION DATE:

DISTANCE:

RENTAL: 30 UP

TOWING:

CONTRACT SOLD BY:

ESP CONTRACT START DATE:

OWNER OF VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE TO APPLY.

[Click Here for Full Warranty History](#)

MULTI-POINT INSPECTION AS RECOMMENDED BY

COMPANY

## LEGEND

May contribute to vehicle efficiency and promote a greener environment

Checked and  
OK at this timeMay require  
future attentionRequires  
immediate attention

Email:

Year/Make/Model: 15 4.0

VIN #: Plate #:

Odometer: 605879 Inspect. Month:

Diesel Engine Hours

Owner Advantage Rewards\* #: Service Balance:

Protect® Extended Service Plan: YES NO

Member? YES NO If no, download at the or

## SCHEDULED MAINTENANCE ITEMS\*

| DUE                                                        | SERVICED                            | DUE                                              | SERVICED                            |
|------------------------------------------------------------|-------------------------------------|--------------------------------------------------|-------------------------------------|
| <input type="checkbox"/> THE WORKS                         | <input type="checkbox"/>            | <input type="checkbox"/> Fuel Filters            | <input type="checkbox"/>            |
| <input type="checkbox"/> Oil & Filter Change               | <input checked="" type="checkbox"/> | <input type="checkbox"/> Check Air Filter Minder | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Tire Rotation                     | <input checked="" type="checkbox"/> | <input type="checkbox"/> Transmission Filter     | <input type="checkbox"/>            |
| <input checked="" type="checkbox"/> Multi-Point Inspection | <input type="checkbox"/>            | <input type="checkbox"/> Transmission Fluid      | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Engine/Secondary Coolant          | <input type="checkbox"/>            | <input type="checkbox"/> Drain Water Separator   | <input type="checkbox"/>            |
| <input type="checkbox"/> K Scheduled Maintenance           | <input type="checkbox"/>            |                                                  |                                     |

\*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your owner's Manual or visit for vehicle specific maintenance requirements.

## WIPER BLADES

Test Performed Front Rear

## BATTERIES

| State of Health                     | Battery Condition             | SERVICED                 |
|-------------------------------------|-------------------------------|--------------------------|
| 0%                                  | <input type="checkbox"/>      | <input type="checkbox"/> |
| Factory spec cold cranking amps 850 | Actual cold cranking amps 850 |                          |
| State of Health                     | Battery Condition             | SERVICED                 |
| 0%                                  | <input type="checkbox"/>      | <input type="checkbox"/> |
| Factory spec cold cranking amps 850 | Actual cold cranking amps 755 |                          |

## TIRE / BRAKE WEAR

## TIRE TREAD

## BRAKE LINING

7/32" and greater

4/32" to 6/32"

3/32" and less

Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)

3 to 5mm or 4/32" (Disc) or 2 to 3mm or 2/32" (Drum)

Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

| TIRE WEAR INDICATES                             | SERVICED                 |
|-------------------------------------------------|--------------------------|
| <input type="checkbox"/> Alignment check needed | <input type="checkbox"/> |
| <input type="checkbox"/> Wheel balance needed   | <input type="checkbox"/> |

Brake measurements not taken this service visit

Comments:

Fuel leak  
From the injector  
on the right side  
upper filter  
Oil seepage from  
vacuum pump oil  
pocket

| LEFT FRONT                                                            | SERVICED                 |
|-----------------------------------------------------------------------|--------------------------|
| <input type="checkbox"/> Tire Tread Depth 15/32" Tire Age             | <input type="checkbox"/> |
| <input type="checkbox"/> Tire Wear Pattern / Damage                   | <input type="checkbox"/> |
| <input type="checkbox"/> Tire Pressure set to factory-recommended PSI | <input type="checkbox"/> |
| <input type="checkbox"/> Brake Lining 8 mm 128"                       | <input type="checkbox"/> |
| LEFT INSIDE REAR                                                      | SERVICED                 |
| <input type="checkbox"/> Tire Tread Depth 15/32" Tire Age             | <input type="checkbox"/> |
| <input type="checkbox"/> Tire Wear Pattern / Damage                   | <input type="checkbox"/> |
| <input type="checkbox"/> Tire Pressure set to factory-recommended PSI | <input type="checkbox"/> |
| <input type="checkbox"/> Brake Lining 6 mm 128"                       | <input type="checkbox"/> |
| LEFT INSIDE REAR (OVER WHEELS)                                        | SERVICED                 |
| <input type="checkbox"/> Tire Tread Depth 12/32" Tire Age             | <input type="checkbox"/> |
| <input type="checkbox"/> Tire Wear Pattern / Damage                   | <input type="checkbox"/> |
| <input type="checkbox"/> Tire Pressure set to factory-recommended PSI | <input type="checkbox"/> |
| SPARE TIRE                                                            | SERVICED                 |
| <input type="checkbox"/> Tire Pressure set                            | <input type="checkbox"/> |
| <input type="checkbox"/> Tire Age                                     | <input type="checkbox"/> |

| RIGHT FRONT                                                           | SERVICED                 |
|-----------------------------------------------------------------------|--------------------------|
| <input type="checkbox"/> Tire Tread Depth 15/32" Tire Age             | <input type="checkbox"/> |
| <input type="checkbox"/> Tire Wear Pattern / Damage                   | <input type="checkbox"/> |
| <input type="checkbox"/> Tire Pressure set to factory-recommended PSI | <input type="checkbox"/> |
| <input type="checkbox"/> Brake Lining 8 mm 128"                       | <input type="checkbox"/> |
| RIGHT INSIDE REAR                                                     | SERVICED                 |
| <input type="checkbox"/> Tire Tread Depth 15/32" Tire Age             | <input type="checkbox"/> |
| <input type="checkbox"/> Tire Wear Pattern / Damage                   | <input type="checkbox"/> |
| <input type="checkbox"/> Tire Pressure set to factory-recommended PSI | <input type="checkbox"/> |
| <input type="checkbox"/> Brake Lining 6 mm 128"                       | <input type="checkbox"/> |
| RIGHT INSIDE REAR (OVER WHEELS)                                       | SERVICED                 |
| <input type="checkbox"/> Tire Tread Depth 12/32" Tire Age             | <input type="checkbox"/> |
| <input type="checkbox"/> Tire Wear Pattern / Damage                   | <input type="checkbox"/> |
| <input type="checkbox"/> Tire Pressure set to factory-recommended PSI | <input type="checkbox"/> |

NOTE: Tires should be replaced after regardless of tread wear, including the spare, even if it has not been used.

Advisor:

Technician:

Customer  
Signature:

for all your vehicle needs

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] 1 Inbound COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | Has not been to dealer |  
DEALER NAME [REDACTED]

[REDACTED] CODE: [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB - DRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] | [REDACTED]  
ADDRESS [REDACTED]  
[REDACTED] COUNTRY: TEMECULA | CA | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:

[REDACTED] T SAYS [REDACTED] calling regarding the same issue on the veh. Veh has been to the dealer [REDACTED] same issue. They also pay the tow assistance to get it fixed And they don't want to do it again. The diesel fuel leak on veh may cause fire. Veh has a lot of warranty . [REDACTED] is a loyal ford cust. [REDACTED] wants a working safe veh. Seeking for veh to be completely repaired, Already spoke with [REDACTED] [REDACTED] they cust to gives us a call [REDACTED]. [REDACTED] is in hurry and wants us to call him back after [REDACTED] PER [REDACTED] T SAYS: CRC ADVISED: Properly document. As per tl, we are not allowed to to out because of ten high volume of calls.

[REDACTED] T SAYS: [REDACTED], I called [REDACTED] and i told the rep to call me back. It's been [REDACTED]. I have not receive the call. My veh needs to be towed to the selling dlr. i am in [REDACTED] and that the selling dlr is in [REDACTED] which is [REDACTED] away. i will not pay anymore to have the veh towed. i have done this once. i want to speak to a supervisor. \*\*PER [REDACTED] T, [REDACTED] SAYS: n/a CRC ADVISED: advised that RA can only tow the veh at the nearest dlr within [REDACTED] advised that veh needs to be diagnosed. advised that my sup and me have the same resources. cust insisted to speak to a sup. advised of the call back within 1 business day.

\*\*Supervisor Al made [REDACTED] to customer. [REDACTED]. Unable to reach and leave a voicemail advising that the call is recorded for quality and training purposes. I will call him back [REDACTED] to further discuss him VEH concern.

[REDACTED] SAYS: I WANT To speak with a supervisor in the [REDACTED]. The dlp that I want the vehicle towed back to the dlp that did the work. It need the vehicle towed to [REDACTED]. I want a supervisor call me I want my vehicle fixed or you guys can buy it back for leomn law. If I cant get a resolution t my issue thats the course of action I want to take. AS PER [REDACTED] DLP SAYS: n/a CRC SAYS I am seeing a supervisor tried calling you this evening and he will call you back [REDACTED]. Cus was transfered to roadside as requested.

\*\*Supervisor Al made [REDACTED] to customer. This is the [REDACTED] he have issues on the vehicle. Now it is leaking of fuel. Vehicle is now at [REDACTED]. He does not know what is happening on the vehicle right now and if the concern will be under warranty. CRC ADVISED: I apologize for the concern. At this time, I recommend that he continue to work with the DLR for his vehicle concern. I have documented his feedback and complain. [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] CCT COMMUNICATION: Phone  
CASE [REDACTED] [REDACTED]: Vehicle Concern | Buyback Request | Non-[REDACTED] Vehicle | CCT Criteria

DEALER NAME: Classic [REDACTED]  
[REDACTED] CODE: [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] MIDDLE: [REDACTED] R | [REDACTED]  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] [REDACTED] [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Odor | Fuel | OTHER  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS: [REDACTED]

CONTACT VIA [REDACTED] cust says: cust says there was crack on the fuel filter then it was repaired but there was a smell of diesel when he start the veh. he talked to the SM of the dlr. he wants to get another veh and wants the veh to be replaced but doesnt want to pay for it. per cust. dlr says: they cant do anything about it. crc advsd: I will escalate your case/request to our [REDACTED] [REDACTED] Manager who works daily with your dealership's management team. The [REDACTED] [REDACTED] Manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [REDACTED] [REDACTED] Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your [REDACTED] Manager within [REDACTED]. The case number that I have established for you [REDACTED] is [REDACTED].

Ticket Number: [REDACTED] [REDACTED] [REDACTED] LTV  
Score: N/S Vehicle Purchase Status: Original Per [REDACTED] Dealer name: Classic [REDACTED] Dealer P&A: [REDACTED]  
Dealer phone: [REDACTED] VIN: [REDACTED] Year: [REDACTED] Make: [REDACTED] Model: F-SERIES [REDACTED]  
SUPER DUTY Mileage: [REDACTED] Warranty Start Date: [REDACTED] Engines Specification: [REDACTED] T/C  
DSL Open Recall/FSA: None ESP: No ESP Hotline Contact: No Warranty History: [REDACTED] USB  
PORT INOP REPLACED INTERFACED MODUL [REDACTED] [REDACTED] FRONT HEADLAMPS ARE  
CRACKING AND COMING APART REPLACED [REDACTED] FRONT HEADLAMP [REDACTED] TURN  
SIGNALS WON'T STAY ON REPLACED TURN SIGNAL SWITCH, BROKEN

[REDACTED] C to dlr @ [REDACTED] [REDACTED] advised that the vehicle was last at the dlr on [REDACTED] for fuel filter replaced vehicle has not been back to the dlr since the repairs was completed. was advised that the cust has been into the dlr [REDACTED] for other concerns RO#: [REDACTED] open date: [REDACTED] close date: [REDACTED] mileage: [REDACTED] vehicle was into dlr for fuel leak dealership replaced fuel filter.

[REDACTED] Visual Review completed does meet eligibility completing Good Faith Review Activity to determine if the vehicle satisfies the merits of the state guidelines for a buyback

[REDACTED] to [REDACTED] @ [REDACTED] No answer [REDACTED] with case #, [REDACTED] contact info, and [REDACTED] contact attempt date Next Steps: [REDACTED] attempt initial contact

[REDACTED] to [REDACTED] @ [REDACTED] [REDACTED] advised that the vehicle is no longer leaking fuel but he gets a gas smell in the vehicle cust was last at the dlr [REDACTED] for the gas smell. cust advised that when he was at the dlr last they informed him that he should claim the concern on his insurance because the dlr is not able to duplicate the odor smell. spoke with the dlr SM advised to claim the concern on his insurance. Advised cust that the vehicle does not meet for BB through [REDACTED] motor company. [REDACTED] advised that the tech was able to smell the gas in the vehicle however they were not able to find a defect to locate the smell. advised that in order for repairs to be completed the dlr has to locate a concern. advised cust that we are willing to work with him further but we need the vehicle back to the dlr. cust advised that he no longer wants to work with [REDACTED] on this concern he is not going to be going back into the dlr and he is going to seek additional avenues closing case



CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] COMMUNICATION:  
CASE [REDACTED] [REDACTED]: Dealer - Vehicle Concern | CSM Assistance Request | Vehicle Loyalty Allowance |

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

BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] | [REDACTED]  
ADDRESS: [REDACTED]

[REDACTED] COUNTRY: MCHENRY | IL [REDACTED] | USA  
HOME PHONE [REDACTED]

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

ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]

COMMENTS:

"By [REDACTED]" - Customer has had multiple issues with this vehicle. Starting with incorrect fuel tank, low pressure fuel pump, door latch, and now factory fuel filter is cracked. Customer has lost faith in vehicle. He either wants [REDACTED] or Buy-Back. [REDACTED]

"By [REDACTED]" - Customer also had initial fuel spill at his farm, wants [REDACTED] to pay for clean-up. [REDACTED]

Ticket Number: [REDACTED] Customer: [REDACTED] R Business phone [REDACTED]  
[REDACTED] Home phone: [REDACTED] Mobile phone: [REDACTED] LTV Score: 98 Vehicle Purchase Status:  
null Dealer name: [REDACTED] BA: [REDACTED] Dealer phone: [REDACTED] VIN: [REDACTED]  
[REDACTED] year: [REDACTED] Make: [REDACTED] Model: [REDACTED] Mileage: [REDACTED] Warranty  
Start Date: [REDACTED] Engines Specification: [REDACTED] v8 T/C DSL Open Recall/FSA: NONE ESP:  
ACTIVE ESP Hotline Contact: Warranty History: REPLACED FUEL TANK

CSM JEFF [REDACTED] TO DLR [REDACTED] LEFT MESSAGE SETTING [REDACTED] TO REVIEW NEXT STEPS

CSM JEFF obc to dlr [REDACTED] s/m [REDACTED] not in seeking to clarify RO info Attaching RO setting [REDACTED] f/u

V/M from [REDACTED] regarding next steps obc to [REDACTED] [REDACTED] was adv Fuel pump on B/O resulting in [REDACTED] down CSM adv wil complete Buy Back review to determine whether veh is eligible before addressing [REDACTED] request

[REDACTED] declined meets LL

RAV approved

Email Created On: [REDACTED] From: To: Subject: [REDACTED] Customer Service [REDACTED]  
[REDACTED] Here is my contact info, thanks. [REDACTED] (r) [REDACTED] Customer Service  
Manager [REDACTED] eFax: [REDACTED]  
Confidentiality: This email may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender. For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

NOTE Per DP [REDACTED] also seeking reimbursement for damage done to property [REDACTED] to cust [REDACTED]  
[REDACTED] CSM adv of role and how he came to contact cust CSM adv veh was approved for buyback csm  
UPLOADED rav SETTING [REDACTED] TO VERIFY RAV HANDLING

continuing to monitor for initial RAV contact setting [REDACTED] f/u

CONTINUING TO MONITOR FOR CONTACT SETTING [REDACTED] F/U

LEFT VM FOR CUSTOMER TO DO THE WELCOME CALL

\*\*\*\*\*CASE HANDLER \*\*\*\*\* [REDACTED] [REDACTED] EXT [REDACTED]

transferring to MINACS

LEFT VM TO DO THE WELCOME CALL

Contacted Customer/Attorney and/or Processing Dealer

SP TO CUSTOMER , HE IS IN A RENTAL, NO DAMAGES , CUSTOMER [REDACTED] ND THE VEHICLE OFF. WENT OVER THE REPLACEMENT PROCESS WITH CUSTOMER

Approved rental in the amount of [REDACTED] paid

DEALER CALLED TO CHECK THE STATUS:AC

SUBMIT FILE FOR A WORKSHEET

worksheet to audii

worksheet approved

SUBMIT FILE FOR A REVISED WORKSHEET

[REDACTED] APPROVED

[REDACTED] APPROVED

Mailed Customer Offer and/or Dealer Packet

Received Sale and/or Finance Documents

SUBMIT FILE FOR A REVISED WORKSHEET

Worksheet rejected

sent worksheet to audit - agoodlow

Worksheet rejected

sent worksheet to audit - agoodlow

Worksheet approved

revised worksheet to audit

[REDACTED] SUBJECT-B GCCT

[illegible]

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— 100 —

\_\_\_\_\_

— 100 —

— 100 —

Page 10 of 10

— 100 —

— 10 —

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CASE ATTACHMENTS:

[REDACTED]

[REDACTED]

| #   | RO# | Date    | Customer                                                  | SWR | Odometer |
|-----|-----|---------|-----------------------------------------------------------|-----|----------|
| BU1 |     |         | IRSLINGER / LETS GO BABY LLC.                             |     |          |
|     |     |         | (16) DRIVERS DOOR WON T STAY CLOSE SOME TIMES. HAS TO     |     |          |
|     |     |         | LEFT HAND REAR SEATBELT BUCKLE INSPECTION                 |     |          |
| BU1 |     |         | *VOIDED REPAIR ORDER*                                     |     |          |
| BU1 |     |         | IRSLINGER /                                               |     |          |
|     |     |         | (2) LOW FUEL PRESSURE LIGHT HAS COME ON                   |     |          |
|     |     |         | (2) ESP RENTAL BUSS                                       |     |          |
|     |     |         | (4) CHANGE DIESEL OIL AND FILTER IN A 6.7                 |     |          |
| BU1 |     |         | (4) 785: WHEN FUEL GAUGE SHOWS 2 MILES TO EMPTY ,CAN ONLY |     |          |
|     |     | 6/09/17 | *VOIDED REPAIR ORDER*                                     | 489 |          |



SERVICE DEPARTMENT HOURS

m. to 3:00 p.m.

|                                |                 |       |      |       |                |
|--------------------------------|-----------------|-------|------|-------|----------------|
| R/O Open Date                  | R/O Number      |       |      |       |                |
| 11/                            | Reprint         |       |      |       |                |
| Mileage In                     |                 |       |      |       |                |
| Service Advisor / Tag #        |                 |       |      |       |                |
| Vehicle Identification Number  |                 |       |      |       |                |
| Delivery Date                  | In-Service Date |       |      |       |                |
| Color                          | License Number  |       |      |       |                |
| Year                           | Make            | Model | Body | Color | License Number |
| 2017                           | FORD            | SUPER | CREW | BLACK |                |
| MAINT ESP MAINT Exp: or Ded: 0 |                 |       |      |       |                |

| DESCRIPTION OF SERVICE AND PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | AMOUNT                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| Cell: Email: Customer Reports: LOW FUEL PRESSURE LIGHT HAS COME ON<br>Corrected by :<br>Tech: P. (<br>Tech: P. (<br>VERIFIED CONCERN, IDS TEST CODE<br>PERFORMED PIN POINT TEST MA. TRACED TO FAILING FUEL PUMP. ORDERED PUMP. TECH ID<br>#2 * MR Customer Reports: ESP RENTAL , 29<br>ADDED OPERATION<br>Tech: Sublet(000)<br>Work performed by RENTAL : (Labor:<br>Work performed by RENTAL : (Parts:<br>ESP RENTAL @ PER TOTAL<br>VIN # FUSION<br>#3 * MR LOF : CHANGE DIESEL OIL AND FILTER IN A<br>ADDED OPERATION<br>Change oil and oil filter. Do NOT do an inspection<br>Caused by<br>OIL FILTER CP: MAINT<br>Corrected by : ( ) (<br>ADDED OPERATION<br>Tech: Contr<br>Corrected by : Engine Oil and Oil Filter -<br>Replace. | Warranty<br>Warranty<br>Serv Contr<br>Serv Contr<br>Serv Contr<br>Contr |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SUBJECT-B GCCT





## SERVICE DEPARTMENT HOURS

7:30

M

a.m. to

|                                     |                |
|-------------------------------------|----------------|
| R/O Open Date                       | R/O Number     |
| R/O Close Date                      | Status         |
|                                     | Reprint        |
|                                     | Mileage Out    |
| Service Advisor / Tag #             |                |
| Vehicle Identification Number       |                |
| Year                                | Make           |
| Model                               | Body           |
| Color                               | License Number |
| BLACK                               |                |
| PREM MAINT ESP MAINT Exp: or Ded: 0 |                |

## DESCRIPTION OF SERVICE AND PARTS

## AMOUNT

## ADDED OPERATION

Tech: )

Corrected by MULTI:

## ADDED OPERATION

Tech: )

Installed: OIL - ENGINE

Installed: API -4

Qty: 2

Qty: 3

COMPLETED

Serv Contr

Serv Contr

Serv Contr

Serv Contr

#4 \* MR Customer Reports: WHEN GAUGE SHOWS TO  
EMPTY, CAN ONLY PUT IN OR OF  
PARTS ARE IN.

## ADDED OPERATION

Corrected by :

## ADDED OPERATION

Tech: )

Installed: SENDER ASY - TANK

Qty: 1

Installed (FP): TANK ASY -

Qty: 1

Installed: GASKET

Qty: 1

Installed: SENDER AND PUMP ASY

Qty: 1

REPLACED TANK AND SENDER PER

COPY ATTACHED. ALSO INSTALLED ORDERED PUMP

FROM LINE 1 WHILE DOING REPAIR.

Warranty

Warranty

Warranty

Warranty

Warranty

\*\*\*\*\*

\* THANK YOU FOR ALLOWING BUSS LINCOLN TO \*

\* SERVICE YOUR VEHICLE. IF YOU ARE NOT COMPLETELY \*

\* SATISFIED WITH YOUR SERVICE VISIT PLEASE CONTACT \*

\* AT . THANKS AGAIN \*

\*\*\*\*\*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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## LABOR

## PARTS

## DEDUCTIBLE

## SUBLET

## SHOP SUPPLIES

## HAZARDOUS MATERIALS

## SALES TAX OR TAX I.D.

## SPECIAL ORDER DEPOSIT

## DISCOUNTS

## TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SUBJECT-B GCCT



SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:00 p.m.  
Monday - Friday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| R/O Close Date                | Status          |
|                               | Reprint         |
|                               | Mileage Out     |
| Service Advisor / Tag #       |                 |
| Vehicle Identification Number |                 |
| Delivery Date                 | In-Service Date |
| Color                         | License Number  |

|                      |      |               |
|----------------------|------|---------------|
| GO BA                |      | Work Phone    |
|                      |      | Home Phone    |
| Year                 | Make | Model         |
|                      |      | SUPER DUTY F- |
|                      |      | PLATINUM      |
|                      |      | BLACK         |
| MAINT ESP MAINT Exp: |      | 00 or Ded: 0  |

| DESCRIPTION OF SERVICE AND PARTS | AMOUNT |
|----------------------------------|--------|
| Please Note: ORDERED/7 OFFICE    |        |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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|                       |     |
|-----------------------|-----|
| LABOR                 | .00 |
| PARTS                 | .00 |
| DEDUCTIBLE            | .00 |
| SUBLET                | .00 |
| SHOP SUPPLIES         | .00 |
| HAZARDOUS MATERIALS   | .00 |
| SALES TAX OR TAX I.D. | .00 |
| SPECIAL ORDER DEPOSIT | .00 |
| DISCOUNTS             | .00 |
| TOTAL DUE             | .00 |

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SUBJECT-B GCCT



# REPAIR ORDER - AUDIT COPY

|                               |      |               |                 |                 |             |
|-------------------------------|------|---------------|-----------------|-----------------|-------------|
| IRSLINGER / LETS GO BA        |      |               | Work Phone      | R/O Open Date   | R/O Number  |
|                               |      |               | Home Phone      | R/O Close Date  | Receipt No. |
|                               |      |               | Body            | Mileage In      | Mileage Out |
| Year                          | Make | Model         | Service Advisor |                 |             |
|                               |      | SUPER DUTY F- | Kent Putnam     |                 |             |
| Vehicle Identification Number |      | Color         | Delivery Date   | In-Service Date |             |
|                               |      | BLACK         |                 |                 |             |
| PREM MAINT ESP MAINT Exp:     |      |               | or              | Ded: 0          |             |

Cell: Email:

#1 - MR Customer Reports: LOW FUEL PRESSURE LIGHT HAS COME ON  
 Corrected by :  
 Work by @ 111.47 100.32 32.76  
 Work by hrs @ 111.47 -100.32 2.76  
 VERIFIED CONCERN, IDS TEST CODE  
 PERFORMED PIN POINT TEST MA. TRACED TO FAILING FUEL PUMP. ORDERED PUMP. TECH

#2 \* MR Customer Reports: ESP RENTAL ,  
 ADDED OPERATION  
 Work by 000/0000 @  
 Work performed by RENTAL:IV Labor:  
 Work performed by RENTAL:IV Parts:  
 ESP RENTAL @  
 VIN FUSION

#3 \* MR LOF : CHANGE DIESEL OIL AND FILTER IN A  
 ADDED OPERATION  
 Change oil and oil filter. Do NOT do an inspection  
 Caused by  
 OIL FITLER CP: MAINT  
 Corrected by : ( )  
 ADDED OPERATION  
 Work by \*  
 Corrected by : Engine Oil and Oil Filter -  
 Replace.  
 ADDED OPERATION  
 Work by \*  
 Corrected by MULTI:  
 ADDED OPERATION  
 Work by \*  
 XO : 2@1 12.86  
 XO QSD : MOTORCRAFT API CJ- @1  
 COMPLETED

|                       | INTERNAL | SERVICE CONT. | W/ | Y | COST |
|-----------------------|----------|---------------|----|---|------|
| LABOR                 |          |               |    |   |      |
| PARTS                 |          |               |    |   |      |
| DEDUCTIBLE            |          |               |    |   |      |
| SUBLET                |          |               |    |   |      |
| SHOP SUPPLIES         |          |               |    |   |      |
| HAZARDOUS MATERIALS   |          |               |    |   |      |
| SALES                 |          |               |    |   |      |
| SPECIAL ORDER DEPOSIT |          |               |    |   |      |
| DISCOUNTS             |          |               |    |   |      |

# REPAIR ORDER - AUDIT COPY

|                                                        |      |                     |                |                 |                        |
|--------------------------------------------------------|------|---------------------|----------------|-----------------|------------------------|
| [REDACTED] / LETS GO BA                                |      |                     | Home Phone     | NO Close Date   | R/O Number             |
| [REDACTED]                                             |      |                     | Body           | 11/29/17        | Original               |
| [REDACTED]                                             |      |                     | PLATINUM 4WD   | Mileage In 4708 | Mileage Out [REDACTED] |
| Year                                                   | Make | Model               | License Number | Advisor         |                        |
| 2017                                                   | FORD | SUPER [REDACTED] F- | [REDACTED]     | [REDACTED]      |                        |
| Vehicle Identification Number                          |      |                     | Color          | Account No.     | In-Service Date        |
| [REDACTED]                                             |      |                     | BLACK          | [REDACTED]      | [REDACTED]             |
| [REDACTED] PREM MAINT [REDACTED] MAINT Exp: [REDACTED] |      |                     | or [REDACTED]  | Ded: 0          |                        |

#4 \* MR Customer Reports: WHEN [REDACTED] GAUGE SHOWS [REDACTED] TO [REDACTED]  
 EMPTY, CAN ONLY PUT IN [REDACTED] OR [REDACTED]  
 PARTS ARE IN.

ADDED OPERATION

Corrected by [REDACTED]: ([REDACTED])

ADDED OPERATION

Work by Tech [REDACTED]

N : SENDER ASY - [REDACTED] @ [REDACTED]

M (FP): [REDACTED] ASY - [REDACTED] 1@2

AA : GASKET [REDACTED] 1@5. 5.

[REDACTED] : SENDER AND PUMP ASY [REDACTED] 1@2

141.85

REPLACED [REDACTED] AND SENDER PER TSB [REDACTED]  
 COPY ATTACHED. ALSO INSTALLED ORDERED [REDACTED] PUMP  
 FROM LINE [REDACTED] DOING REPAIR.

| Account    | Description                | Control    | Reference  | Amount         |
|------------|----------------------------|------------|------------|----------------|
| [REDACTED] | SHOP-SERV WARR LABOR       | [REDACTED] | [REDACTED] | -156.06        |
| [REDACTED] | INVENTORY-LABOR IN PRO     | [REDACTED] | [REDACTED] | - [REDACTED]   |
| [REDACTED] | COS-SHOP WARR LABOR        | [REDACTED] | [REDACTED] | [REDACTED]     |
| [REDACTED] | SALES-PARTS WARR           | [REDACTED] | [REDACTED] | -5. [REDACTED] |
| [REDACTED] | COS-PARTS WARRANTY         | [REDACTED] | [REDACTED] | 3.81           |
| [REDACTED] | PARTS INVENTORY-[REDACTED] | [REDACTED] | [REDACTED] | - [REDACTED]   |
| [REDACTED] | SALES-PARTS WARR           | [REDACTED] | [REDACTED] | -555.00        |
| [REDACTED] | COS-PARTS WARRANTY         | [REDACTED] | [REDACTED] | [REDACTED]     |
| [REDACTED] | PARTS INVENTORY-[REDACTED] | [REDACTED] | [REDACTED] | - [REDACTED]   |
| [REDACTED] | SHOP-SERV WARR LABOR       | [REDACTED] | [REDACTED] | -62.42         |
| [REDACTED] | INVENTORY-LABOR IN PRO     | [REDACTED] | [REDACTED] | - [REDACTED]   |
| [REDACTED] | COS-SHOP WARR LABOR        | [REDACTED] | [REDACTED] | [REDACTED]     |
| 5780       | SHOP-OIL GAS GREASE SALES  | [REDACTED] | [REDACTED] | -37.44         |
| 6780       | SHOP-GAS OIL & GREASE COS  | [REDACTED] | [REDACTED] | [REDACTED]     |
| [REDACTED] | INVENTORY-OIL, GREASE,     | [REDACTED] | [REDACTED] | - [REDACTED]   |
| [REDACTED] | SALES-PARTS [REDACTED]     | [REDACTED] | [REDACTED] | - [REDACTED]   |
| [REDACTED] | COS-PARTS [REDACTED]       | [REDACTED] | [REDACTED] | [REDACTED]     |
| [REDACTED] | PARTS INVENTORY-[REDACTED] | [REDACTED] | [REDACTED] | - [REDACTED]   |
| 5750       | SHOP-SERV SUBLET TAXABLE   | [REDACTED] | [REDACTED] | -30.00         |
| [REDACTED] | COS-SHOP SUBLET TAXABL     | [REDACTED] | [REDACTED] | [REDACTED]     |

|                       | INTERNAL | SERVICE CONT. | WARRANTY | CUSTOMER PAY | COST |
|-----------------------|----------|---------------|----------|--------------|------|
| LABOR                 |          |               |          |              |      |
| PARTS                 |          |               |          |              |      |
| DEDUCTIBLE            |          |               |          |              |      |
| SUBLET                |          |               |          |              |      |
| SHOP SUPPLIES         |          |               |          |              |      |
| HAZARDOUS MATERIALS   |          |               |          |              |      |
| SALES TAX OR TAX I.D. |          |               |          |              |      |
| SPECIAL ORDER DEPOSIT |          |               |          |              |      |
| DISCOUNTS             |          |               |          |              |      |
|                       |          |               |          |              |      |
|                       |          |               |          |              |      |



# REPAIR ORDER - AUDIT COPY

|                                                      |            |            |                |                 |                 |
|------------------------------------------------------|------------|------------|----------------|-----------------|-----------------|
| [REDACTED] BA                                        |            |            | Home Phone     | R/O Close Date  | Receipt No.     |
| [REDACTED]                                           |            |            | [REDACTED]     | [REDACTED]      | Original        |
| [REDACTED]                                           |            |            | Body           | Mileage In      | Mileage Out     |
| [REDACTED]                                           |            |            | [REDACTED]     |                 |                 |
| Year                                                 | Make       | Model      | License Number | Service Advisor |                 |
| [REDACTED]                                           | [REDACTED] | [REDACTED] | [REDACTED]     | [REDACTED]      |                 |
| Vehicle Identification Number                        |            | Color      | Account No.    | Delivery Date   | In-Service Date |
| [REDACTED]                                           |            | BLACK      | [REDACTED]     | [REDACTED]      | [REDACTED]      |
| MAINT ESP MAINT Exp: [REDACTED] or [REDACTED] Ded: 0 |            |            |                |                 |                 |

INVENTORY-SUBLET REPAI  
 [REDACTED] & P CLAIMS  
 [REDACTED] & P CLAIMS  
 [REDACTED] & P CLAIMS  
 SALES & USE TAXES

[REDACTED] 00  
 716.78  
 124.82  
 34.68  
 .68

|                       | INTERNAL | SERVICE CONT. | WARRANTY | CUSTOMER PAY | COST   |
|-----------------------|----------|---------------|----------|--------------|--------|
| LABOR                 |          | 62.42         | 156.06   |              | 63.00  |
| PARTS                 |          | 62.40         | 560.72   |              | 411.62 |
| DEDUCTIBLE            |          |               |          |              |        |
| SUBLET                |          | 30.00         |          |              | 30.00  |
| SHOP SUPPLIES         |          |               |          |              |        |
| HAZARDOUS MATERIALS   |          |               |          |              |        |
| SALES TAX OR TAX I.D. |          | 4.68          |          |              |        |
| SPECIAL ORDER DEPOSIT |          |               |          |              |        |
| DISCOUNTS             |          |               |          |              |        |
|                       |          | 159.50        |          |              |        |

# WARRANTY REPAIR ORDER

|                               |       |                |                 |                   |
|-------------------------------|-------|----------------|-----------------|-------------------|
| [REDACTED] / [REDACTED] BA    |       | Work Phone     | R/O Open Date   | R/O Number        |
| MCHENRY, IL                   |       | Home Phone     | R/O Close Date  | Cross Reference # |
|                               |       |                | 11/29/17        | Original          |
|                               |       |                | Mileage In      | Mileage Out       |
| Year                          | Model | License Number | Service Advisor |                   |
|                               |       |                |                 |                   |
| Vehicle Identification Number |       | Color          | Delivery Date   | In-Service Date   |
|                               |       | BLACK          |                 |                   |

| DESCRIPTION OF SERVICE AND PARTS                                                                                                     |                       | COST   | AMOUNT  |
|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--------|---------|
| Cell: [REDACTED]                                                                                                                     | Email: [REDACTED]     |        |         |
| #1 - MR Customer Reports: LOW FUEL PRESSURE LIGHT HAS COME ON [REDACTED]                                                             |                       |        |         |
| Op: :                                                                                                                                |                       |        |         |
| Claim Type: W                                                                                                                        |                       |        |         |
| Tech: [REDACTED]                                                                                                                     | @ 111.4               | 32.76  | 100.32  |
| Tech: [REDACTED]                                                                                                                     | @ 111.4               | -32.76 | -100.32 |
| VERIFIED CONCERN, IDS TEST CODE [REDACTED]                                                                                           |                       |        |         |
| PERFORMED PIN POINT TEST MA. TRACED TO FAILING FUEL PUMP. ORDERED PUMP. TECH ID [REDACTED]                                           |                       |        |         |
| -----                                                                                                                                |                       |        |         |
| #4 * MR Customer Reports: WHEN FUEL GAUGE SHOWS [REDACTED] TO EMPTY, CAN ONLY PUT IN [REDACTED] OR [REDACTED] OF FUEL. PARTS ARE IN. |                       |        |         |
| ADDED OPERATION                                                                                                                      |                       |        |         |
| Op: [REDACTED]: ([REDACTED]) ([REDACTED])                                                                                            |                       |        |         |
| ADDED OPERATION                                                                                                                      |                       |        |         |
| Tech: [REDACTED]                                                                                                                     | @ [REDACTED]          |        |         |
| Part: [REDACTED] N :SENDER ASY - FUEL TANK                                                                                           | 1                     |        |         |
| Part: [REDACTED] M (FP):TANK ASY - FUEL                                                                                              | 1                     |        |         |
| Part: [REDACTED] AA :GASKET                                                                                                          | 1                     | 3.81   | 5.72    |
| Part: [REDACTED] M :SENDER AND PUMP ASY                                                                                              | 1                     |        |         |
| Sub-Total Labor: [REDACTED]                                                                                                          |                       |        |         |
| Sub-Total Parts: [REDACTED]                                                                                                          |                       |        |         |
| Sub-Total: [REDACTED]                                                                                                                |                       |        |         |
| REPLACED FUEL TANK AND SENSER PER TSB [REDACTED]                                                                                     |                       |        |         |
| COPY ATTACHED. ALSO INSTALLED ORDERED FUEL PUMP FROM LINE [REDACTED] DOING REPAIR.                                                   |                       |        |         |
| ACCOUNT #                                                                                                                            | LABOR                 |        | 156.06  |
|                                                                                                                                      | PARTS                 |        |         |
| METHOD                                                                                                                               | SUBLET                |        | .00     |
|                                                                                                                                      | SHOP SUPPLIES         |        | .00     |
|                                                                                                                                      | SALES TAX OR TAX I.D. |        | .00     |
| RECEIPT #                                                                                                                            | DEDUCTIBLE            |        | .00     |
|                                                                                                                                      | TOTAL DUE             |        |         |

# SERVICE CONTRACT COPY

409 N FRONT ST  
[REDACTED] / [REDACTED] BA

Work Phone [REDACTED] R/O Open Date [REDACTED] R/O Number [REDACTED]

Home Phone [REDACTED] R/O Close Date 11/29/17 Cross Reference # Original

PLATINUM 4WD

Year [REDACTED] Make [REDACTED] Model [REDACTED] License Number [REDACTED] Service Advisor [REDACTED]

Vehicle Identification Number [REDACTED] Color BLACK Delivery Date [REDACTED] In-Service Date [REDACTED]

PREM MAINT ESP MAINT Exp: [REDACTED] or [REDACTED] Ded: 0

## DESCRIPTION OF SERVICE AND PARTS

COST

AMOUNT

Cell: [REDACTED] Email: [REDACTED]

#2 \* MR Customer Reports: ESP RENTAL , BUSS 29

ADDED OPERATION

Tech: [REDACTED] @ [REDACTED]

Sublet: BF LOANER: [REDACTED]:BUSS [REDACTED] RENTAL Labor: [REDACTED]

Sublet: BF LOANER: [REDACTED]:BUSS [REDACTED] RENTAL Parts: [REDACTED]

Sub-Total Sublet: [REDACTED]

ESP RENTAL [REDACTED]

VIN [REDACTED] FUSION

#3 \* MR [REDACTED]: CHANGE DIESEL OIL AND FILTER IN A 6.7

ADDED OPERATION

Change oil and oil filter. Do NOT do an inspection

Cause: OIL FITLER CP: MAINT

ADDED OPERATION

Op: [REDACTED] ([REDACTED]) ([REDACTED])

ADDED OPERATION

Tech: [REDACTED]

Op: [REDACTED]: Engine Oil and Oil Filter - Replace.

ADDED OPERATION

Tech: [REDACTED]

Op: MULTI:

ADDED OPERATION

Tech: [REDACTED]

Part: [REDACTED]:OIL - [REDACTED] 2

Part: [REDACTED] QSD : [REDACTED] 3

Sub-Total Labor: [REDACTED]

Sub-Total Parts: [REDACTED]

Sub-Total: [REDACTED]

COMPLETED

ACCOUNT #

LABOR

PARTS

METHOD

SUBLET

SHOP SUPPLIES

SALES TAX OR TAX I.D.

RECEIPT #

DEDUCTIBLE

TOTAL DUE



# SERVICE CONTRACT COPY

LETS GO BA

Work Phone

R/O Open Date

R/O Number

R/O Close Date

Cross Reference #

Original

Minut

PLATINUM 4WD

Year

Make

Model

License Number

Service Advisor

Vehicle Identification Number

Color

Delivery Date

In-Service Date

BLACK

PREM CARE

Exp:

or

Ded: 50

## DESCRIPTION OF SERVICE AND PARTS

COST

AMOUNT

#2 \* MR Customer Reports: RENTAL , 29

ADDED OPERATION

Tech: 000/0000

Sublet: BF LOANER: RENTAL Labor:

Sublet: BF LOANER: RENTAL Parts:

Sub-Total Sublet:

RENTAL @

VIN

FUSION

#3 \* MR LOF : CHANGE DIESEL OIL AND FILTER IN A

ADDED OPERATION

Change oil and oil filter. Do NOT do an inspection

Cause: OIL FITLER CP: MAINT

ADDED OPERATION

Op: ( ) ( )

ADDED OPERATION

Tech:

Op: Engine Oil and Oil Filter - Replace.

ADDED OPERATION

Tech:

Op: MULTI:

ADDED OPERATION

Tech:

Part: :OIL - ENGINE 2

Part: QSD : API 3

Sub-Total Labor:

Sub-Total Parts:

Sub-Total:

COMPLETED

46.

ACCOUNT #

LABOR

PARTS

METHOD

SUBLET

SHOP SUPPLIES

SALES TAX OR TAX I.D.

RECEIPT #

DEDUCTIBLE

TOTAL DUE

.00

.00

.50

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN [REDACTED] CLOSED [REDACTED]

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM [REDACTED] Inbound

COMMUNICATION: Phone

CASE [REDACTED] [REDACTED]: Vehicle Concern | FIN Assist Request | Support Dealer Prior Decision |

DEALER NAME [REDACTED]

[REDACTED] CODE [REDACTED] SALES CODE [REDACTED]

REGION: [REDACTED] [REDACTED]: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED]

MODEL: [REDACTED] SUPER DUTY MILEAGE [REDACTED]

BODY STYLE: [REDACTED] CREW CAB DRW

LAST NAME [REDACTED] MIDDLE: [REDACTED] | [REDACTED] [REDACTED]

ADDRESS: [REDACTED]

[REDACTED] COUNTRY: TIERRA VERDE | FL | [REDACTED] | [REDACTED]

HOME PHONE [REDACTED]

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

ANALYST NAME [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

CUST SAYS: cust asking for maintenance package, cust seeing leak on oil filter cust has been to dlr 10 minutes ago at [REDACTED] he were adv that fuel filter is not covered cust is going to another dlr which is [REDACTED] of [REDACTED] PER CUST, DLR SAYS: n/a CRC ADV: adv cust that upon checking there is a premium maintenance which covers fuel filters

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED]  
OPEN [REDACTED] CLOSED [REDACTED]  
RESPONSE TEAM [REDACTED] 1 Inbound  
CASE CLASS [REDACTED]: Feedback | Dealer | Negative - Service |  
DEALER NAME:  
PA CODE: DLR SALES CODE:  
VIN: [REDACTED] MODEL YEAR [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME FIRST NAME [REDACTED]  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] A | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Driving Performance | Poor Fuel Economy | OTHER | OTHER  
ANALYST NAME: [REDACTED] GCCTDynamicsAccount-Portalwebapi-Prod  
COMMENTS:

STATUS: In Progress  
BUSINESS UNIT NAME [REDACTED]  
COMMUNICATION: Phone

REGION: [REDACTED]  
MODEL: [REDACTED] SUPER [REDACTED] MILEAGE [REDACTED]

[REDACTED] cust says: fuel filter change ? my fuel filter craked i called every dlr around and they would not do it under warranty they charge me ofr it and i want to file a complaint about it cust says;per dlr: na crc advised: Thank you for providing [REDACTED] Company with your comments, your opinions are valuable to us. Your information will be forwarded to the Service Manager at the dealership for their review.

[REDACTED] Customer says: trying to do a follow up to his case that is not taking care of its about the reimbursement that he is asking , the fuel filter just cracked and it was repaired in the dlr and he paid [REDACTED]. As per Customer dealer says: N/A [REDACTED] Advised:advised that fuel filter is under wear and tear item that's why he was charge for the cost , advised that if he want he can coordinate another for dlr to ask for reimbursement ,

[REDACTED] Contact via Phone [REDACTED] Cust says: Customer said my portion would be covered under warranty. Paperwork showing it only needs to covered every [REDACTED]. Customer that is was a faulty part. Customer requested to speak to supervisor. Per Cust Dealer says: Filter was not changed in time so as it won't be covered as a wear and tear item. SM is waiting to hear form [REDACTED] regarding case. [REDACTED] advised: Fuel Filters are a wear and tear item and not covered under the NVLW. Advised customer if to work with SM for further assistance and or if he wants to resubmit a claim. Advised supervisor will call back by [REDACTED] 3 in 1 business day.

[REDACTED] TL placed obc to dlr and spoke to sa [REDACTED] advised that cust was at dlr on [REDACTED] for a leak in the fuel filler cap. Dlr advised that this was cust pay, as cust did not follow dlr recommendation on replacing fuel filter at [REDACTED].

[REDACTED] TL in review of case [REDACTED] LTV: [REDACTED] Model/Mileage: [REDACTED] Previous Related Case: no Issue: cracked fuel filter Next Steps: contact cust to discuss Notes: n/a

[REDACTED] Supervisor escalation in progress. TL placed obc to [REDACTED] and left vm advising of name, role, and that another call to cust would be attempted on [REDACTED]

[REDACTED] Supervisor escalation in progress. TL placed obc to [REDACTED] and left vm advising of name, role, and that attempts have been made to reach cust. TL advised that dlr has advised not warrantable. Supervisor escalation closed.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] COMMUNICATION: Chat  
CASE [REDACTED] Vehicle Concern | Buyback Request | Non-[REDACTED] Vehicle | CCT Criteria

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

BODY STYLE: [REDACTED] CREW CAB SRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED]  
ADDRESS [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] R | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]

SYMPTOMS: Driving Performance | Runs Rough | All Running Modes | Other

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

COMMENTS:

Chat Id: [REDACTED] Says At [REDACTED] [AC] Operator [REDACTED] Sent Auto Pickup Request  
[REDACTED] Says At [REDACTED] [OP] Operator [REDACTED] Picked Up Session [REDACTED] Says At [REDACTED]  
[REDACTED] Hello [REDACTED] My name is [REDACTED] How can I help you? [REDACTED] Says At [REDACTED] I've  
had my [REDACTED] new and its been in the shop [REDACTED] times for repairs. I started a claim in [REDACTED]  
when [REDACTED] started having problems. Customer care gave me a [REDACTED] warranty but my truck has had  
so many problems I'm looking into lemon laws. [REDACTED] Says At [REDACTED]  
[REDACTED] is the original clame number [REDACTED] Says At [REDACTED] I completely understand  
your concern [REDACTED]. I will be happy to assist you [REDACTED]. Can you verify your preferred method of contact, the  
best telephone number to reach you at, and your vehicle's approximate mileage please? Also, what  
dealership are you currently working with? [REDACTED] Says At [REDACTED] or  
[REDACTED] my trucks mileage is [REDACTED] The truck is currently at [REDACTED] in Aurora  
[REDACTED] The truck has had data recorders on it from [REDACTED] engineering and has gone through 2 DPF filters.  
[REDACTED] Says At [REDACTED] Still having problems and im losing work, vacation trips and money  
because of it [REDACTED] Says At [REDACTED] Thank you [REDACTED] When was the last time you took your  
vehicle to the dealership? [REDACTED] Says At [REDACTED] I'd like to make sure your concerns are  
addressed. Do you need some more time? [REDACTED] Says At [REDACTED] 8:27:35 PM It is currently at the  
dealership. I lost fuel pressure on it [REDACTED] before that it was [REDACTED] 7 fuel filter leaked after [REDACTED]  
[REDACTED] worked on it, [REDACTED] For new upf [REDACTED] for death wobble.... [REDACTED] Says At [REDACTED]  
PM I see [REDACTED] have the dealership been able to diagnose the vehicle. What are they saying? How long will  
your vehicle at the dealership? [REDACTED] Says At [REDACTED] Its been multiple problems. [REDACTED]  
hammering, failing to complete regen, clogged dpl, intake hose bursting, low fuel pressure. [REDACTED] Says At [REDACTED]  
[REDACTED] They thrown 2 DPFs on it trying to fix the problem and it keeps clogging them [REDACTED]  
Says At [REDACTED] what is it exactly that you would like for [REDACTED] to do for you [REDACTED]  
[REDACTED] Says At [REDACTED] are you there? Do you need some more time? [REDACTED] Says At [REDACTED]  
[REDACTED] I need a truck that is reliable. I've had nothing but problems with this truck I have been  
very patient with everything but I can no longer afford to lose work because my truck is down. I want ford to  
buy back the truck and get a new one. [REDACTED] Says At [REDACTED] My service records on it only  
show [REDACTED] the story. Contact [REDACTED] at [REDACTED] service. He has cleared codes and helped try and  
diagnose it without a service appointment to try and take care of me. [REDACTED] Says At [REDACTED]  
[REDACTED], I definitely understand where you are coming from. I will need to verify a few pieces of information.  
Can you verify your full mailing address please? [REDACTED] Says At [REDACTED] The best mailing  
address is [REDACTED]

CONT OF CHAT. [REDACTED] On [REDACTED] [REDACTED] You may also have an address in [REDACTED]  
[REDACTED] me please [REDACTED] Thanks [REDACTED] Please give me a moment to gather  
some information. [REDACTED] Thanks for your patience [REDACTED] I will escalate  
your case/request to our [REDACTED] Customer [REDACTED] Manager who works daily with your dealership's  
management team. The [REDACTED] Customer [REDACTED] Manager has access to all [REDACTED] resources and will  
use these resources to assist you and your dealership regarding your situation. The [REDACTED] Customer  
[REDACTED] Manager will receive the information you have just provided me and will do a thorough review on your  
be [REDACTED] You can expect a phone call from your Customer [REDACTED] Manager within [REDACTED] The case  
number that I have established for you [REDACTED] is [REDACTED] On [REDACTED]  
PM: Thank you for your assistance [REDACTED] Of course, anytime [REDACTED] is there anything else  
that I can do to assist you [REDACTED] ? On [REDACTED] That will be it. Hope you have a  
great night [REDACTED] Thanks [REDACTED] and thank you for chatting with [REDACTED] please  
take a short survey to rate my service. Click on the small red "X" in the top right hand corner to launch the  
survey. Have a great day!

CONTACT VIA PHONE

(Original agent missed the transfer activity to [REDACTED] for buyback.) [REDACTED] chat agent [REDACTED] was handling a  
case (as an update) with this customer but seemed to lose connection. [REDACTED] stepped in to create Transfer  
Activity for the case to be escalated correctly to [REDACTED] for buyback. Feedback/Coachback provided to original  
agent.

\*loose

Typed loose in error

Email Created On: [REDACTED] From: To: Subject: [REDACTED] - [REDACTED]  
Hey [REDACTED] CUSTOMER: [REDACTED] VIN: [REDACTED] CASE: [REDACTED]  
This customer opened up a case with the [REDACTED] requesting a buy back. Is the vehicle currently at the  
dealership? If so can you please give me an update or point me in the right direction of who can [REDACTED]  
I appreciate all your help! Respectfully, [REDACTED] y (r) [REDACTED] Customer [REDACTED]  
Manager [REDACTED] eFax: [REDACTED]

Email Created On: [REDACTED] From: To: Subject: Re: [REDACTED] - [REDACTED]  
CRM: [REDACTED] I am currently away from the dealership, call [REDACTED] On Tue,  
[REDACTED] wrote: Hey [REDACTED] CUSTOMER: [REDACTED] VIN: [REDACTED]  
[REDACTED] CASE: [REDACTED] This customer opened up a case with the  
requesting a buy back. Is the vehicle currently at the dealership? If so can you please give me an update or  
point me in the right direction of who can [REDACTED] I appreciate all your help! Respectfully, [REDACTED]  
© [REDACTED] Customer [REDACTED] Manager [REDACTED] eFax: [REDACTED]

Ticket Number: [REDACTED] Customer: [REDACTED] Business phone: [REDACTED] Home phone: [REDACTED] Mobile phone: [REDACTED] LTV Score: N/S Vehicle Purchase Status: Subsequent Owner Dealer name: [REDACTED] Dealer P&A: [REDACTED] Dealer phone: [REDACTED] VIN: [REDACTED] Year: [REDACTED] Make: [REDACTED] Model: [REDACTED] Mileage: [REDACTED] Warranty Start Date: [REDACTED] Engines Specification: [REDACTED] V8 1/C DSL Open Recall/FSA: [REDACTED] - Crankcase ventilation oil separator assembly. [REDACTED] 84/200,000/8,000 DIESEL CARE Hotline Contact: Warranty History: [REDACTED] at [REDACTED] - perform manual regen and reset DPF parameters. [REDACTED] at [REDACTED] - left engineering flight recorder installed in truck. Truck had oil change and fuel filter messages in instrument cluster, service declined by customer. [REDACTED] at [REDACTED] - inspect and replace separated cold C.A.C Tube. [REDACTED] at [REDACTED] - replaced DPF/catalyst assembly, replace sensor due to thread failure.

[REDACTED] made OBC to DLR [REDACTED] spoke with [REDACTED] in service. [REDACTED] adv taking gas tank out to see what is causing problem, with fuel pump making noise and not starting. To [REDACTED] mi cust brought in for reduced fuel pressure, check eng light, and noise

[REDACTED] made OBC to CUST [REDACTED] - left VM for cust adv will attempt again [REDACTED] NEXT STEP - F/U [REDACTED] bb attempt, verify where ven was purchased

Email Created On: [REDACTED] From: [REDACTED] Email1 (Prod) User To: [REDACTED] Subject: Contact to [REDACTED] Dear [REDACTED] This email is to confirm your recent contact to [REDACTED] regarding your [REDACTED]. You will receive contact from our regional Customer Manager ([REDACTED]) within [REDACTED] day to introduce themselves and develop an action plan to address your concern. Your case number, along with the contact information for the regional Customer Manager is listed below. Case Number: [REDACTED] Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED] Sincerely, [REDACTED] Customer Care Team

[REDACTED] made OBC to CUST [REDACTED] - adv of role, cust has contact info. Cust states ven been in shop [REDACTED]. Cust states he is losing out of money cust wanted to trade it in but dlr offering a [REDACTED] difference. Cust states he purchased [REDACTED]. Cust states [REDACTED] in service would clear codes, [REDACTED] engineering hooked up live data recorder, diagnosed having bad filter, but concern keeps happening. Cust feels like there's problems, cust interested in bb. [REDACTED] adv will perform [REDACTED] which consist of reviewing repair history and state guidelines and comparing the 2. [REDACTED] adv will f/u [REDACTED] with [REDACTED] outcome and repair update. NEXT STEP - F/U [REDACTED] outcome/contact dlr/update cust

After review, it appears this vehicle does meet the requirements for repurchase/replacement due to being outside time period for filing per CO state guidelines.

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: RE: [REDACTED] - [REDACTED] CRM: [REDACTED] Hi [REDACTED] Can you give me a update on Mr. [REDACTED] s vehicle? Respectfully, [REDACTED] Customer Manager [REDACTED] eFax: [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: RE: [REDACTED] - [REDACTED] CRM: [REDACTED] The vehicle has been repaired and returned to customer, (please see hotline contact [REDACTED]). The issue turned out to a cardboard sealing cap from fuel additive has been dropped in the tank causing restriction. Customer paid for the cleaning of fuel tank. Vehicle was returned customer on [REDACTED]. Regards, [REDACTED] Manager [REDACTED] p

[REDACTED] made OBC to CUST [REDACTED] - left VM adv calling in regards to csat. [REDACTED] adv will f/u [REDACTED] NEXT STEP - F/U [REDACTED] csat

[REDACTED] received ibc form CUST [REDACTED] - Cust states veh is operating fine. [REDACTED] adv ven is outside of CO state guidelines for filing but cust can go thru bb to appeal if he wishes. Cust states tired of truck and wanted to give [REDACTED] a chance to make things right. [REDACTED] adv unable to honor request for bb. Cust states [REDACTED] has lost a customer. NEXT STEP - close case no further action required.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]  
OPEN [REDACTED] CLOSED [REDACTED]  
RESPONSE TEAM [REDACTED] 1 Inbound  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | |  
DEALER NAME [REDACTED]  
[REDACTED] CODE [REDACTED] SALES CODE: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB - SRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] | [REDACTED] |  
ADDRESS:  
[REDACTED] COUNTRY: | | [REDACTED] |  
HOME PHONE:  
SYMPTOMS: Start/Run/Move | Fluids | Engine Oil | Visble Leak  
ANALYST NAME [REDACTED]  
COMMENTS:  
[REDACTED]

STATUS: Resolved  
BUSINESS UNIT NAME [REDACTED]  
COMMUNICATION: Phone  
REGION: [REDACTED]: [REDACTED]  
MODEL: [REDACTED] SUPER DUTY MILEAGE: [REDACTED]

OPEN ANALYST NAME [REDACTED]

CUS SAYS: it has a diesel fuel leak off the fuel filter,they say I need a new filter and water filter sensor.  
[REDACTED] They say its not covered under my extended warranty, is the website info correct. AS PER CUS  
[REDACTED] SAYS N/A CRC SAYS Yes the warranty information on the website is correct. cus was transferred to  
esc prior approval.

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] Inbound COMMUNICATION: Phone  
CASE [REDACTED]: Legal | Alleged Accident/Property Damage or Fire (Visible flames) due to Product Defect | Insurance Company Contacted/  
settlement | Requests Financial Assistance  
DEALER NAME [REDACTED]  
[REDACTED] CODE [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] DUTY MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED]  
ADDRESS [REDACTED]  
[REDACTED] COUNTRY: THE HILLS | TX | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Contamination  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:  
[REDACTED]

CONTACT VIA [REDACTED] CUSTOMER SAYS [REDACTED] diesel fuel filter develop the crack the reason why the vehicle caught on fire CRC ADVISED: I will forward your information to [REDACTED] General Counsel. You should receive a written response within [REDACTED] business days to your concern. Notes to CSR: \* Please verify customer's street address or [REDACTED] \* If the customer does NOT have their VIN, but the vehicle is at a dealership, please make an OBC to obtain the VIN. \* If the customer does NOT have their VIN and the vehicle is not at a dealership, please schedule a follow up with the customer to obtain it. \* Do not use GENERAL for a symptom code unless this is a call back request for an [REDACTED] missed follow-up. \* Copy and paste [REDACTED] the following Questions and Answers into case notes to the air [REDACTED] investigation: \*\*\*Refer to Documenting Fires and Accidents in [REDACTED] for template. 1. Has the customer filed a claim with their insurance company? -NO 2. If a claim has been filed with their insurance company, what is the status of the claim? -CUSTOMER DOESNT WANT TO FILE A CLAIM TO THE INSURANCE COMPANY 3. When did the vehicle catch fire? -[REDACTED] 4. Where did the fire originate in the vehicle? -diesel fuel filter develop the crack 5. Where is the vehicle currently located? -[REDACTED] 6. Was a fire report filed with the fire department? -NO 9. What was the city and state where the fire occurred? -[REDACTED] 10. Were any injuries sustained? -NO 11. Is the vehicle repairable? -NO IDEA 12. What are you seeking from [REDACTED]? -THE VEHICLE SHOULD BE UNDER WARRANTY 13. What mailing address would you like our [REDACTED] to send your written response to (document the full address)? -[REDACTED] Other than the vehicle, were there any other damages? -[REDACTED] what is the name and address of the customer's attorney (ask this question only if the customer mentions they have sought/retained an attorney)? -N/A 16. Was the vehicle running when the fire started? -YES

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | No repair / Warranty Denied | General/Other  
DEALER NAME [REDACTED]  
[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]: [REDACTED]  
VIN: [REDACTED] MODEL YEAR: [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] MIDDLE: [REDACTED] S | [REDACTED] |  
ADDRESS [REDACTED]  
[REDACTED] COUNTRY: BELTON | TX | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Starting | Hard Start/Long Crank | Always  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:

[REDACTED]

Per [REDACTED]omer: PHONE CONTACT \*\*\*Executive Office\*\*\* Is this [REDACTED]? I was driving my truck the other day and left it running while I ran inside. When I came back out, there was diesel fuel spraying all over the place. The truck was towed to the [REDACTED], they found that a filter housing had broken. They replaced the filters, and then even replaced the fuel pump, but they weren't able to get the truck to start. The [REDACTED]R told me that they found Diesel Exhaust Fluid in in with the diesel fuel. They are telling me now that it is going to cost [REDACTED] to get the fuel system fixed. If you are telling me that this won't be covered under warranty, I guess you can mark this off as a repo. Executive Office Advised: \*\*No, I am not [REDACTED] to [REDACTED] [REDACTED], spoke with SA [REDACTED]. He advised the service tech found [REDACTED] F in with the diesel fuel tank. This repair is not covered under warranty for the fuel contamination issue. Advised Mr. [REDACTED] repair is not going to be covered under the factory warranty as the fuel contamination was not determined to be a factory defect. This mis-fueling has caused this failure.

[REDACTED]

CUST SAYS: [REDACTED] seeking to speak to a someone higher up in [REDACTED]. He states that he already spoke to someone a few [REDACTED] and wants to speak to them again. [REDACTED] CUST. [REDACTED] SAYS: N/A CRC ADVISE: Advised that if he wants to speak to someone from the executive offices again, he will be able to do so in writing or in the manner of which he contacted them last time. [REDACTED] dropped call.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] Inbound COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | CLP / [REDACTED] |  
DEALER NAME: BIG [REDACTED] [REDACTED]  
[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] SUPER DUTY MILEAGE: [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] Y | [REDACTED] Y |  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY: MANVEL | TX | [REDACTED] | USA  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS: [REDACTED]

\*\*\*Attention Service Managers: Your CSM (Customer Service Manager) does not see this case. If you are seeking assistance from [REDACTED] Company please utilize the Technical Hotline, if appropriate. Please reach out to your CSM directly as well, if needed.\*\*\* Cust Says: took the truck ([REDACTED] [REDACTED]) back on the selling dlr few wks ago, should be fix under warranty. There is a leaking diesel, the fuel filter was cracked and they ask if cust change it, but he is not. As per checking the manual, the fuel filter should be change every [REDACTED] and not [REDACTED] as per the selling dlr. As Per Cust, Dlr Says: Had been to [REDACTED], it will not be cover by the warranty as the fuel filter should be change every [REDACTED]. [REDACTED] advised: I will escalate your case to the Service Manager at your dealership. The Service Manager will review your case to ensure the resources available to assist with repairs are being fully utilized. You should contact your Service Manager for updates regarding your case. Based on our resources, your point of contact will be [REDACTED] at the following phone number: [REDACTED]. The case number that I have established for you [REDACTED] is CAS-[REDACTED]. [REDACTED] Had an OBC to the dlr and advised cust that this issue will be taking care of.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] CCT COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | CCT Criteria |  
DEALER NAME [REDACTED]

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

BODY STYLE: [REDACTED] CREWCAB - SRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] L  
ADDRESS: [REDACTED]

[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]  
HOME PHONE: [REDACTED]

SYMPTOMS: Driving Performance | Hesitates/Stumble | OTHER | OTHER

ANALYST NAME: [REDACTED] OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

CONTACT VIA: [REDACTED] SAYS: Had problem with my truck. It was towed to the dealership. Been to the dealership and already a diagnosis. [REDACTED] dealer said, that the fuel pump need to be replace and it cost [REDACTED] including the tow. PER [REDACTED] SAYS: [REDACTED] dealer said, that the fuel pump need to be replace and it cost [REDACTED] including the tow. ADVISE: I will escalate your case/request to our [REDACTED] Regional Customer [REDACTED] Manager who works daily with your dealership's management team. The [REDACTED] Customer [REDACTED] Manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [REDACTED] Customer [REDACTED] Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer [REDACTED] Manager within [REDACTED]. The case number that I have established for you [REDACTED] is [REDACTED].

Email Created On: [REDACTED] From: [REDACTED] Email1 (Prod) User To: [REDACTED]  
Subject: Contact to [REDACTED] RE: [REDACTED] Dear [REDACTED] This email is to confirm your recent contact to [REDACTED] regarding your [REDACTED]. You will receive contact from our regional Customer [REDACTED] Manager [REDACTED] within [REDACTED] to introduce themselves and develop an action plan to address your concern. Your case number, along with the contact information for the regional Customer [REDACTED] Manager is listed below. Case Number: CAS-[REDACTED]  
[REDACTED] Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED]  
Sincerely, [REDACTED] Customer Care Team

Ticket Number: [REDACTED] Customer: [REDACTED] Business phone [REDACTED]  
Home phone: [REDACTED] Mobile phone: [REDACTED] LTV Score: [REDACTED] Purchase Status: Original  
Owner Dealer name: [REDACTED] SA: [REDACTED] Dealer phone: [REDACTED] VIN: [REDACTED]  
[REDACTED] Year: [REDACTED] Make: [REDACTED] Model: [REDACTED] Mileage: [REDACTED] Warranty  
Start Date: [REDACTED] Engines Specification: [REDACTED] v8 T/C DSL Open Recall/FSA: [REDACTED] ESP: [REDACTED]  
[REDACTED] 34/200,000/8,000 HRS DIESELCARE PLUS W/R.SIDE Hotline Contact: [REDACTED] Warranty  
History: [REDACTED]

[REDACTED] ext. [REDACTED] to [REDACTED] @ [REDACTED] 1 [REDACTED] M spoke to: [REDACTED] in [REDACTED] Department. Called to: Confirm: that the fuel filter need to be replaced? Fuel filter replaced. Spilling diesel. Get miles. [REDACTED] is good for miles. Ready for pickup. [REDACTED] pay situation. [REDACTED] Includes tow. Left VM regarding rental/loaner. [REDACTED] xt. [REDACTED] to [REDACTED] @ [REDACTED] spoke to: [REDACTED]. Spilling fuel, towed in. Called to: Advise of [REDACTED] call. Give updates. [REDACTED] R did not provide a loaner. Gave contact. Email as well. NEXT STEPS: [REDACTED] M will FU with [REDACTED] on [REDACTED] by [REDACTED] to confirm [REDACTED] H is repaired. [REDACTED] needs to look into tow reimbursing due to loyalty. [REDACTED] may look into FLL forms with the [REDACTED] R for Financial help if any possible. [REDACTED] will contact [REDACTED] for FLL form to see if we help. [REDACTED] M called [REDACTED] R to see if [REDACTED] can help with loaner as well but got a VM.

[REDACTED] SAYS: received a called from the [REDACTED] manager and said that I need to pay what ever the dlr ask me to pay and emailed the receipt to the him for the refund. Advise her to call the dlr to get a rental veh. He said that he will call me on the [REDACTED] for the update. I would my truck back since it fixed. Why should I need to pay [REDACTED] to change the oil filter. They quoted me that it will [REDACTED] and they now they telling me I need to pay [REDACTED] to have my truck back. AS PER [REDACTED] SAYS: n/a [REDACTED] ADVISE: Advised cust to contact [REDACTED] to ask if when she can get her veh

[REDACTED] ext. [REDACTED] to [REDACTED] @ [REDACTED] M spoke to: [REDACTED] in [REDACTED] Department. Called to go over [REDACTED] pay [REDACTED] pulled up the [REDACTED] was the RO amount due when closed out. [REDACTED] xt. [REDACTED] to [REDACTED] @ [REDACTED] M spoke to: [REDACTED] Mail box is full. Called to: Confirm that Fuel filter is non warrantable per [REDACTED]. NEXT STEPS: [REDACTED] M will FU with [REDACTED] on [REDACTED] by [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: [REDACTED] Hello. I spoke with the Dealer [REDACTED], who told me the Repair was [REDACTED] for fuel filter replacement which was non warrantable. Do you have documentation that proves otherwise? I would like to see if I can help you but I need clarification and documentation. I will follow up on [REDACTED]. Kind regards. [REDACTED] (r)  
[REDACTED] Customer [REDACTED] Manager |FCSD [REDACTED] eFax: [REDACTED]

[REDACTED] ext. [REDACTED] to [REDACTED] @ [REDACTED] M spoke to: [REDACTED] in [REDACTED] Department. Called to: Confirm fuel filter is non warrantable. NEXT STEPS: [REDACTED] will FU with [REDACTED]

[REDACTED] xt. [REDACTED] to [REDACTED] @ [REDACTED] spoke to: EARLINE VM left. Called to: Advise this is a non warranty repair. No response from prior email. Mailbox is full. NEXT STEPS: [REDACTED] will FU with [REDACTED] on [REDACTED] by [REDACTED] B to close if no response from email or phone call.

[REDACTED] xt. [REDACTED] to [REDACTED] @ [REDACTED] M spoke to: Mr. [REDACTED] VM full. Called to: See if [REDACTED] will be brought back in for any other issues or repairs. NEXT STEPS: [REDACTED] M will FU with [REDACTED] to close.

Email Created On: [REDACTED] From: To: Subject: [REDACTED]

[REDACTED] Dear Mrs. [REDACTED] This correspondence is in response to your case [REDACTED] your [REDACTED] F SERIES. We have made several attempts to reach you between [REDACTED] however, there has been no reply. I would like to ensure your concerns have been addressed, as it is my sincere desire that you remain satisfied with your vehicle and the service you received. In event there are unresolved issues I can assist with, please contact me at [REDACTED] ext. [REDACTED]. I am available [REDACTED] between [REDACTED] Eastern Standard Time. Unless I hear back from you, I will assume you no longer require my assistance. Sincerely, [REDACTED] Care Team [REDACTED] (direct) | [REDACTED] (fax) [REDACTED] eFax: [REDACTED] Customer Service Manager | [REDACTED]

[REDACTED] emailed [REDACTED] no VM able to be left.

[REDACTED] M to close non warrantable repairs



CASE ATTACHMENTS:

E NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] Fleet COMMUNICATION: Phone  
E [REDACTED] [REDACTED]: Vehicle Concern | Repair Assistance | CCT Criteria |  
DEALER NAME: [REDACTED]  
PA CODE [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED] ZONE: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE: 0  
BODY STYLE: [REDACTED] CREWCAB DRW  
LAST NAME [REDACTED] NAME MIDDLE: | |  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY: | | |  
HOME PHONE: [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS: [REDACTED]

Good morning [REDACTED], I am sorry you haven't heard back. I just spoke with [REDACTED] the [REDACTED] Manager, about the initial vehicle you mentioned - [REDACTED] VIN: [REDACTED]. I asked him if they can get the vehicle into the shop [REDACTED] to move things along and get a diagnosis. He said he is going to get it into the shop [REDACTED] to get it diagnosis and for me to call [REDACTED] to check on the diagnosis so I can go from there to see how I can help. As for the [REDACTED] you mentioned below with the fuel leak at the top of the engine, he said it is currently in the bay and being worked on. Once I call [REDACTED], I am going to get an update on that one as well to see if I need to look into any assistance if warranty doesn't come into play for any repair needed. I will contact you again [REDACTED] with a further update on [REDACTED] and ensure we get these taken care of! Thank you, [REDACTED] Supervisor, [REDACTED]

From: [REDACTED] Sent: [REDACTED]  
To: [REDACTED] (M.) Subject: RE: [REDACTED]  
[REDACTED] MS. [REDACTED], I would like to let you know that I have not heard anything back on this vehicle. I had to send the fire department's new [REDACTED] (Vin# [REDACTED]) to [REDACTED] because of a fuel leak at the top of the engine. This puts them in a very bad situation. Please advise as soon as possible. If you need to reach me [REDACTED] please call my cell [REDACTED]. Thank you, [REDACTED] Coordinator City of [REDACTED]

Next step: call SM [REDACTED] for update on [REDACTED] and notify [REDACTED] - obtain mileage  
OBC to dealer - [REDACTED] is not available. Left my callback number with receptionist for him to contact me back with updates on the vehicles [REDACTED] sent to customer. Good morning [REDACTED] I have not been able to get in touch with [REDACTED] for an update. I tried again [REDACTED] but he was not available but I did leave a message with service for him to contact me back. If I don't hear from him, I will try and call again before the end of this day and let you know if I get ahold of him and what the updates are on the vehicles. Thank you, [REDACTED] Supervisor, [REDACTED]  
Closing this case. This veh is repaired. Please reference case [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]  
OPEN [REDACTED] CLOSED [REDACTED]  
RESPONSE TEAM: Correspondence  
CASE CLASS [REDACTED]: Feedback | Dealer | Negative - Service |  
DEALER NAME: [REDACTED]  
[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] MIDDLE [REDACTED] [REDACTED]  
ADDRESS: [REDACTED]  
CITY STATE ZIP COUNTRY: CYPRESS | TX | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME [REDACTED]  
COMMENTS:  
[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]

STATUS: Resolved  
BUSINESS UNIT NAME [REDACTED]  
COMMUNICATION: Letter  
REGION: [REDACTED]  
MODEL: [REDACTED] SUPER DUTY MILEAGE: [REDACTED]  
OPEN ANALYST NAME [REDACTED]

LETTER DATE [REDACTED] CUSTOMER SAYS: Writing to formalize a complaint with [REDACTED]. On [REDACTED] while traveling in my [REDACTED], it began leaking large amounts of diesel fuel. My truck was towed to the closest dealership, [REDACTED]. The repair would be for the replacement of a cracked or defective fuel filter. However, for some unknown reason, the dealership's service employee, [REDACTED], refused to service my truck. The service agent only stated that they were behind [REDACTED] and then he also lied about the filter being aftermarket. He also told me to remove the truck to the dealer where I bought it, but [REDACTED] dealership would not service my truck. I had to tow my truck to my selling dealer at a cost of [REDACTED]. My experience at my selling dealer was exemplary. I respectfully request that your company examines the practices of [REDACTED] so others will not incur such difficulties. CRC ADVISED: Negative dealer service escalated to dealer for review, and response letter sent to the customer. Letter advises/explains: [REDACTED] is privately owned and operated, [REDACTED] cannot interfere in any dealership's policies and/or practices. However, we are happy to document your experience and we will send it to the dealer management team for their review of your request.  
Please close this case. The system will not allow anyone at the dealership to close it.  
csm closing case per case notes

CASE ATTACHMENTS:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Dear [REDACTED],

Thank you for contacting our Customer Relationship Center regarding the issues you were having with your [REDACTED]. We appreciate you taking the time to inform us about your experience at [REDACTED] and explaining your situation to us.

Please be assured that [REDACTED] is interested in you as a customer and your expressed concerns. Since [REDACTED] is privately owned and operated, [REDACTED] cannot interfere in any dealership's policies and/or practices. However, we are happy to document your experience and we will send it to the dealer management team for their review.

Thank you for taking the time to contact [REDACTED] and bringing this matter to our attention.

Sincerely,

*Dorothy*

[REDACTED]

Customer Service Representative

[REDACTED]

CASE NUMBER: [REDACTED]  
OPEN [REDACTED] CLOSED: [REDACTED]  
RESPONSE TEAM [REDACTED] 1 Inbound  
CASE [REDACTED]: General Inquiry | General/Other | |  
DEALER NAME:  
PA CODE: [REDACTED] SALES CODE: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] MIDDLE: | |  
ADDRESS:  
CITY [REDACTED] ZIP COUNTRY: | | |  
HOME PHONE:  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | OTHER  
ANALYST NAME [REDACTED]  
COMMENTS:  
[REDACTED]

STATUS: Resolved  
BUSINESS UNIT NAME [REDACTED]  
COMMUNICATION: Phone

REGION: [REDACTED]  
MODEL: [REDACTED] DUTY MILEAGE: [REDACTED]

OPEN ANALYST NAME [REDACTED]

CUST SAYS: my fuel filter is leaking and they are saying its not a warrantable part, i know its part of the engine warranty. they told me that i need to replace the housing, [REDACTED] SAYS AS PR CUST: CRC ADVISED: while asking for the dlr name the cust just spoke with sm and he was told that everything will be taking care of the dlr

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: [REDACTED] CLOSED [REDACTED]

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM [REDACTED] Inbound

COMMUNICATION: Phone

CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Support Dealer Prior Decision |

DEALER NAME [REDACTED]

[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED]

REGION: [REDACTED]: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED]

MODEL: [REDACTED] SUPER DUTY MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] CREWCAB SRW

LAST NAME [REDACTED] MIDDLE: [REDACTED] A | RUDY |

ADDRESS: [REDACTED]

[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]

HOME PHONE [REDACTED]

SYMPTOMS: Start/Run/Move | Fluids | Engine Oil | Visible Leak

ANALYST NAME [REDACTED]

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

cust says : fuel filter is leaking and cust was advised that it is not covered by warranty. cust said that he only takes his veh to the dlr for service. per cust, dlr said: cust was advised that it due to misused and abused since cut is not taking the veh for service on the recommended time and mileage. crc advised: Your local [REDACTED] dealership has factory-trained technicians, the most current engineering service information, and the specialized equipment required to resolve your vehicle concerns. If there is no coverage under applicable warranties, recalls, or ESPs, repairs and services would be your responsibility. Your next step is to make an appointment with your servicing dealership to have your vehicle diagnosed.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] Inbound COMMUNICATION:  
CASE [REDACTED] [REDACTED]: Dealer - Information | [REDACTED] [REDACTED] Request | Dealer Assist Approved |  
DEALER NAME: Woltz & Wind [REDACTED], Inc.  
PA CODE [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] SUPER DUTY MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] MIDDLE: [REDACTED] R | [REDACTED] S |  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] [REDACTED] | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME: [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:

[REDACTED] \By [REDACTED] - Customer had vehicle brought in for a fuel smell and fuel leaking. Tech found fuel filters leaking due to cracking. Customer had purchased filters and replaced. That filter cracked and he purchased new ones and installed. Customer looking to get new filters for next time ok to give customer new filter as goodwill.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] CCT COMMUNICATION:  
CASE [REDACTED] [REDACTED]: Vehicle Concern | FIN Assist Request | CCT Criteria |  
DEALER NAME [REDACTED]

PA CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME FIRST NAME MIDDLE: [REDACTED] D | [REDACTED] - |  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY: COCOA | FL | [REDACTED] | USA  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:

[REDACTED]  
CUST SAYS: I have a [REDACTED] and I'm driving the veh when i smell fuel and noticed a leak. When i got to the dlr, its pouring diesel in the motor. They said that the fuel filter was clogged because I did not change the Fuel filter. I had to pay [REDACTED]. I think this is a serious safety concern. I'm now concern about driving the veh. There's no signal and i want to be refu nded for the [REDACTED] that i paid. My veh has been leaking since the day i [REDACTED]. i have taken it to the dlr multiple times. They said that they need to keep the veh so i would like to be reimbursed for the rental. AS PER CUST, [REDACTED] SAYS: N/A CRC SAYS: CONTACT VIA: Phone call  
Phone number: [REDACTED] I will escalate your case/request to our [REDACTED] Customer Service Manager who works daily with your dealership's management team. The [REDACTED] Customer Service Manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [REDACTED] Customer Service Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Service Manager within [REDACTED]. The case number that I have established for you today is [REDACTED]

[REDACTED]  
CUST SAYS: I have a case [REDACTED] i'm very upset and worried about this car. I don't understand what's going on with this veh. The heating system is already broken in this veh and i have already told the dlr about it. I never heard the heating system being broken at this early. The veh is at the dlr since [REDACTED] and they have not called me since then. I don't feel safe driving the veh anymore but the dlr told me to just park and leave the veh with them. They are not talking to me about the status of my car. I called my selling dlr, City World ford and I was told that they never sold a car that has this problem and that they don't sell broken car. AS PER CUST, [REDACTED] SAYS: N/A CRC SAYS: upon checking, the case has already been escalated to our Regional Customer Service Manager and you will be contacted within [REDACTED]

\*\*\*\*\*Please disregard the [REDACTED]\*\*\*\*\*

[REDACTED]  
Email Created On: [REDACTED] From: [REDACTED] Email1 (Prod) User To: [REDACTED]  
Subject: Contact to [REDACTED] RE: [REDACTED] Dear [REDACTED] This email is to confirm your recent contact to [REDACTED] regarding your [REDACTED]. You will receive contact from our regional Customer Service Manager [REDACTED] within [REDACTED] to introduce themselves and develop an action plan to address your concern. Your case number, along with the contact information for the regional Customer Service Manager is listed below. Case Number: CAS-[REDACTED]  
[REDACTED] Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED]  
Sincerely, [REDACTED] Customer Care Team

[REDACTED]  
csm updated mileage in case to [REDACTED] bases on R [REDACTED]  
Ticket Number: [REDACTED] Customer: [REDACTED] D Business phone: [REDACTED] LISTED  
Home phone [REDACTED] Mobile phone: [REDACTED] LISTED LTV Score: 79 Vehicle Purchase Status: [REDACTED]  
ORIGINAL PER [REDACTED] INFORMATION ORIGINAL OWNER - [REDACTED] D Dealer name: [REDACTED]  
[REDACTED] Dealer P&A: [REDACTED] Dealer phone: [REDACTED] VIN: [REDACTED] Year : [REDACTED]  
[REDACTED] Make: [REDACTED] Model: [REDACTED] Mileage: [REDACTED] Warranty Start Date: [REDACTED] Engines Specification: [REDACTED]  
[REDACTED] v8 T/C DSL Open Recall/FSA: [REDACTED] ESP: premium care wrap with roadside Hotline  
Contact: [REDACTED] LISTED Warranty History: [REDACTED] Csm [REDACTED] out bound call to dealer spoke with service advisor [REDACTED] he advised that [REDACTED] was the service advisor but it has been repaired anc returned to the customer. He advised he came in for a fuel leak and we verified the fuel filter was leaking, replaced and road tested. [REDACTED] confirmed the fuel filter is a ware item.

[REDACTED] out bound call to customer Mr. [REDACTED] provided role offered phone number. He says it is in the email. Customer says I see you had a fuel leak. Customer says I want to tell you about it - [REDACTED] says - yes sire. Customer says I was driving down the road and smelled [REDACTED] at my own life in peril I drove it to the dealer they were only [REDACTED] away. When I got to the dealer it was spewing fuel and engine was smoking. I feel this is a huge safety request it poured [REDACTED] on the ground before is stopped. My concern is more for my safety, you build a very safe and intelligent vehicle I love the truck. You have safety check points for tires, low oil pressure high water change the oil filter. This is my first [REDACTED] and I wasn't aware I needed to change the filter at [REDACTED]. There should be a cut off or a sensor I don't know if this is part failure and this is an unsafe issue, the truck could have caught on fire. Now I will always be concerned that I am going to unnecessary stress that this will happen again no one can tell me if it was a part failure. I sure I can contact the [REDACTED] B I think that someone should be aware of this and it investigated. Here is what I want: • I want restitution of [REDACTED] I had to pay for them the clean the motor after the fact because I didn't do the necessary maintenance. • I want you run the chain so [REDACTED] will know about this issue. • I have a water leak in my sunroof I've had it to dealers several times and they cleaned out the drain plug, which is a design flaw. [REDACTED] tells me I can drop off my vehicle and it may [REDACTED] before they can work on it. I want this covered under warranty and I want a rental vehicle. I want this resolved in a timely manner. [REDACTED] says I'm sorry you are having this concern. I would have been scared if it was driving the truck when this happened. I can address some of these for you in regards to reimbursing you the [REDACTED] I am not able to do that. As you stated you did not do the necessary maintenance. Customer says I don't agree the truck had a failure somewhere a seal broke and spewed fuel all over the motor. [REDACTED] says I will document your statement. Customer says don't tell me that my vehicle is not under warranty I feel this is a design flaw and I will go to the [REDACTED]. I will blow this up to the biggest news story. I've had cars bought back before from GM and I know what to do. I will go to the head of customer service if I have to. I want to talk to someone else. [REDACTED] I am the regional customer service manager and I have been empowered by [REDACTED] to provide you the information. Customer says I want to talk to someone else. [REDACTED] says I do have an operations manager and I will ask him to call you in [REDACTED] by close of business [REDACTED] EST. However he has the same guidelines and I don't anticipate the answer will change. [REDACTED] advised your vehicle is outside the base warranty. customer says I bought the best ESP I could and it should be covered. [REDACTED] advised maintenance items are not covered under your ESP. customer says so I can't get anything else done? [REDACTED] M says in regards to the water leak, I don't control over the dealer scheduling and once it is diagnosed the dealer can review for rental, however it is out of warranty. customer says I have the ESP. [REDACTED] M says yes sir but water leaks are not covered under the ESP. customer says this is a matter of principle you are not providing me the information I expect. I bought a [REDACTED] truck and customer service is just as important as the sale. [REDACTED] says I understand. [REDACTED] confirms my operations manager will call you in [REDACTED]. [REDACTED] thanks him for taking my call. Customer says have a good [REDACTED]. [REDACTED] says you to.

[REDACTED] submitted supervisor request

[REDACTED] m setting follow up for [REDACTED] to review with operations manager for next step. NEXT STEP REVIEW WITH OPERATIONS MANAGER FOR NEXT STEP

[REDACTED] say you make take the vehicle to another dealer if they make appointments. Some dealers are not setting appointments anymore.

correction f/u is [REDACTED]

SUP call performed to cust - LVM with info

[REDACTED] out bound call to customer Mr. [REDACTED] I left voice with contact information and phone I'm sorry I missed you [REDACTED] I will follow up [REDACTED] by close of business. I see that my operations manager [REDACTED] left you a voice mail have you had an opportunity to call him. [REDACTED] setting follow up for [REDACTED] to make [REDACTED] attempt to see if he has had an opportunity to call [REDACTED] or if you wish him to call you again. NEXT [REDACTED] FOLLOW UP ATTEMPT TO SEE IF HE HAS RETURNED [REDACTED] S PHONE CALL OR IF HE WANT [REDACTED] TO CALL HIM AGAIN

[REDACTED] out bound call to customer Mr. [REDACTED] customer says you can close the case [REDACTED] isn't going to do anything to satisfy me. [REDACTED] M says if you have any future concerns with the vehicle, please work with a local dealer and contact us if we can be of any assistance. If you have no current issue/concern, I will be putting this case in an in-active status. [REDACTED] thanks customer for taking my call. NEXT STEP CLOSE CASE

no assistance offered

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN [REDACTED]

CLOSED [REDACTED]

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM: FAR FastPath

COMMUNICATION:

CASE [REDACTED]: Dealer - Vehicle Concern | CSM Assistance Request | CLP / [REDACTED] |

DEALER NAME [REDACTED]

[REDACTED] CODE [REDACTED] SALES CODE [REDACTED]

REGION: [REDACTED]: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED]

MODEL: [REDACTED] SUPER DUTY MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] CREWCAB SRW

LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] N | [REDACTED] | L

ADDRESS: [REDACTED]

[REDACTED] COUNTRY: DECATUR | TX | [REDACTED] | [REDACTED]

HOME PHONE [REDACTED]

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

ANALYST NAME [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

"By [REDACTED]" - CUST HAS FUEL LEAKING FROM HIS BOTTOM FUEL FILTER. WE HAVE TO REPLACE THE ASSEMBLY THE FILTER HOUSING IS WARPPED. THE PART IS ON BACK ORDER AND THE CUST LOOKED ON THE INTERNET AND SHOW THIS IS A BIG ISSUE WITH THE NEW [REDACTED] DIESELS. THE CUSTOMER DOES NOT FEEL HE SHOULD HAVE TO PAY FOR A PART THAT HE FEELS WAS DESINGED INCORRECTLY ( HE STATES THE DESIGN IS WHY THEY ARE LEAKING). HE WANTS [REDACTED] TO PAY FOR HIS FILTER ASSEMBLY.

[REDACTED]

CUST HAS FUEL LEAKING FROM HIS BOTTOM FUEL FILTER. WE HAVE TO REPLACE THE ASSEMBLY THE FILTER HOUSING IS WARPPED. THE PART IS ON BACK ORDER AND THE CUST LOOKED ON THE INTERNET AND SHOW THIS IS A BIG ISSUE WITH THE NEW [REDACTED] DIESELS. THE CUSTOMER DOES NOT FEEL HE SHOULD HAVE TO PAY FOR A PART THAT HE FEELS WAS DESINGED INCORRECTLY ( HE STATES THE DESIGN IS WHY THEY ARE LEAKING). HE WANTS [REDACTED] TO PAY FOR HIS FILTER ASSEMBLY.

[REDACTED]

[REDACTED] C has authorized [REDACTED] towards repairs. An approval code has been generated in the FLL Request form based on the following participation: •Customer Share: [REDACTED] • [REDACTED] Share: [REDACTED] •Fast Path generated [REDACTED] Approval Code [REDACTED] Please contact the customer to advise of the decision.

[REDACTED]

CUST ACCEPTED HELP, THANK YOU



CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: FA [REDACTED] COMMUNICATION: Phone  
CASE [REDACTED] [REDACTED]: Vehicle Concern | FIN Assist Request | [REDACTED] Assistance Review |

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

BODY STYLE: [REDACTED] CREWCAB - SRW  
LAST NAME [REDACTED] MIDDLE: OQUINN | WESLEY | B  
ADDRESS: [REDACTED]

[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED]  
HOME PHONE: [REDACTED]

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

ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

Based on an initial review of this customer's financial assistance request, [REDACTED] has advised the customer we may participate in the cost of the repair(s), pending your input. This funding will come from the [REDACTED], not your dealer's [REDACTED] budget. Please complete the associated [REDACTED] Loyalty Request with the cost of the repair (at warranty rates) for the repair listed in the case notes. Thank you. The [REDACTED] Customer Relationship Center [REDACTED]

[REDACTED]

Email Created On: [REDACTED] From: [REDACTED] Email1 (Prod) User To: [REDACTED] Subject: Financial Assistance Request - [REDACTED] Approval Required CRM: [REDACTED] The Customer Relationship Center ([REDACTED]) was contacted by a customer seeking financial assistance identifying you as their servicing dealer. Based on the customer's input and our initial review of their request, [REDACTED] has advised the customer we may participate in the cost of the repair(s), pending your input. This funding will come from the [REDACTED], not your dealer's [REDACTED] budget. In order to make a final decision regarding the level of assistance [REDACTED] will offer, we need information from you. Please complete the associated [REDACTED] Loyalty Request with the cost (at warranty rates) for the repair listed in the case notes. Once you have completed the [REDACTED] Loyalty Request, the [REDACTED] team will review the case and provide a decision regarding participation. Once the [REDACTED] team has provided authorization, we ask that you contact the customer to advise of the financial assistance offered, and to arrange for repair. We have advised the customer to follow-up with you in [REDACTED], if they have not been contacted by that time. If you believe the part failure is the result of customer abuse, neglect, damage or vehicle modification please update this information in the [REDACTED] case so we can address this issue with the customer. If we decide to deny assistance for any other reason, we will also deliver that message to the customer. The [REDACTED] Customer Relationship Center [REDACTED]

[REDACTED]

[REDACTED] SAYS: I am calling for my [REDACTED] it has a fuel leak in the vehicle and this is the like [REDACTED] time that I had this problem with the fuel system. PER [REDACTED] SAYS: fuel system need to be replaced [REDACTED] ADVISED: Based on the information you provided, [REDACTED] may participate in the cost of this repair, but needs to gather additional information from your dealership before making a final decision. We need to verify with your dealership that the repair would have been covered prior to your warranty expiring and the issue is not related to maintenance or normal wear. It may take up to [REDACTED] for a final [REDACTED] Please stay in contact with the Service Manager at your dealership. Your case number is CAS-[REDACTED]

[REDACTED]

Please attach dealer diagnosis and recommended repair to the case notes. Dealer needs to fill out FLL form. Please complete and save a [REDACTED] Loyalty Request form to the case in order for [REDACTED] to review for assistance. This form is accessed by clicking on the light bulb on the top ribbon within the case: •Customer Share •Dealer Share •[REDACTED] Share •Total Amount of the Repair (at warranty rates) •Breakout of Parts and Labor Amounts •RO Line Number •RO Number •RO Open Date If you need assistance completing the FLL Form, go to: [REDACTED]

[REDACTED]

[REDACTED] Also put in the case notes the diagnosis and repair needed. Please review [REDACTED] C FIN Assist [REDACTED] Expansion for details. Thank you

[REDACTED]

Sent email to dealer

[REDACTED]

[REDACTED] SAYS: He is calling about the request for repair. He has a case number [REDACTED] AS PER [REDACTED] SAYS:N/A [REDACTED] ADVISED: Advise that the decision was forwarded to the SM at the dealership. Inform to contact the SM at the dealership for assistance.

[REDACTED]

Waiting for Dlr to fill out FLL form so we can assist.

[REDACTED]

[REDACTED] SAYS [REDACTED] has not heard any updates on the case PER [REDACTED] SAYS: As Per Cust, Dealer also has not heard anything about the case [REDACTED] ADVISED: Advise cust that this is still being processed and that they need to keep in touch with SM. I tried to contact SM, was able to reach [REDACTED] He told me that SM is on a meeting as of the moment, Left a message to SM about the form being requested.

[REDACTED]

Waiting on Dlr to fill out FLL form.

[REDACTED]

This customer opened a case requesting financial assistance and indicated you were the servicing dealer. [REDACTED] would like to review this case for possible assistance for this customer. Financial support for this repair will come from the [REDACTED], not your dealer's [REDACTED] budget. If the repair would not have been covered under warranty during the warranty period, please add that information. Also, if the vehicle has not been diagnosed by the dealer, please have someone contact the customer to ask them to come in for diagnosis and add notes to the case updating the status. If the repair would have been covered under warranty, please update the case notes to indicate what repair is to be performed and complete and save an FLL form for the case in order for [REDACTED] to review for assistance: •Customer Share •[REDACTED] Share •Total Amount of the Repair (at warranty rates) •Breakout of Parts and Labor Amounts • Mileage on RO •RO Line Number •RO Number •RO Open Date Thank you

CASE ATTACHMENTS:

[REDACTED]

P Rxsalp

CAS

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** [REDACTED] out FLL form

Hello,

I am one of the [REDACTED] Customer Service Managers and [REDACTED] would like to review this case for financial support by the [REDACTED] ([REDACTED]).

The above customer opened a case with the [REDACTED] ([REDACTED]) requesting financial assistance. [REDACTED] would like to consider assisting this customer. Financial support for this repair will come from the [REDACTED], not your dealer's [REDACTED] Loyalty Program budget.

**ACTION NEEDED:** In the case, you will find a [REDACTED] Loyalty Request Form. Please complete the [REDACTED] Loyalty Request with the RO number, RO line, mileage at RO open, RO open date, and parts and labor costs at warranty rate. [REDACTED] will then review the case for assistance.

If the repair would not have been covered under warranty during the warranty period, please add that information. Also, if the vehicle has not been diagnosed by the dealer, please have someone contact the customer to ask them to come in for diagnosis and add notes to the case updating the status.

Please review [REDACTED] Fin Assist [REDACTED] Expansion for details of this program.

Thank you,

[REDACTED]

[REDACTED]®  
[REDACTED] CCR [REDACTED]  
[REDACTED]



CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN [REDACTED] CLOSED [REDACTED]

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM [REDACTED] Inbound

COMMUNICATION: Phone

CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Outside Criteria |

DEALER NAME [REDACTED]

[REDACTED] CODE [REDACTED] SALES CODE [REDACTED]

REGION [REDACTED]: [REDACTED]

VIN: [REDACTED] MODEL YEAR: [REDACTED]

MODEL: [REDACTED] MILEAGE [REDACTED]

BODY STYLE: [REDACTED] CREWCAB SRW

LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] [REDACTED]

ADDRESS: PO BOX [REDACTED]

[REDACTED] COUNTRY: NEW BRAUNFELS | TX | [REDACTED] | [REDACTED]

HOME PHONE:

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

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN [REDACTED] CLOSED [REDACTED]

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM [REDACTED] CCT

COMMUNICATION: Phone

CASE [REDACTED]: Vehicle Concern | Repair Assistance | CCT Criteria |

DEALER NAME [REDACTED] [REDACTED] [REDACTED]

[REDACTED] CODE: [REDACTED] SALES CODE [REDACTED]

REGION: [REDACTED]: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED]

MODEL: [REDACTED] DUTY MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] CREWCAB - [REDACTED]

LAST NAME [REDACTED] MIDDLE: [REDACTED] [REDACTED] [REDACTED]

ADDRESS: [REDACTED] [REDACTED]

[REDACTED] COUNTRY: [REDACTED] | CO | [REDACTED] | [REDACTED]

HOME PHONE [REDACTED]

SYMPTOMS: | | |

OPEN ANALYST NAME [REDACTED]

ANALYST NAME [REDACTED]

COMMENTS:

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: FA [REDACTED] COMMUNICATION: Phone  
CASE [REDACTED] [REDACTED] Vehicle Concern | FIN Assist Request | [REDACTED] Assistance Review |  
DEALER NAME [REDACTED]

[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] SUPER [REDACTED] MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] SUPERCAB SRW

LAST NAME [REDACTED] NAME MIDDLE: | |

ADDRESS:  
[REDACTED] COUNTRY: | | |

HOME PHONE:

SYMPTOMS: | | |

ANALYST NAME [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED] Based on an initial review of this customer's financial assistance request, [REDACTED] has advised the customer we may participate in the cost of the repair(s), pending your input. This funding will come from the [REDACTED], not your dealer's [REDACTED] budget. Please complete the associated [REDACTED] Request with the cost of the repair (at warranty rates) for the repair listed in the case notes. Thank you. The [REDACTED]

[REDACTED] Email Created On: [REDACTED] From: CRM01 Email1 (Prod) User To: [REDACTED] ( [REDACTED] ) Subject: Financial Assistance Request – [REDACTED] Approval Required  
CRM: [REDACTED] The [REDACTED] Customer Relationship Center ( [REDACTED] ) was contacted by a customer seeking financial assistance identifying you as their servicing dealer. Based on the customer's input and our initial review of their request, [REDACTED] has advised the customer we may participate in the cost of the repair(s), pending your input. This funding will come from the [REDACTED], not your dealer's [REDACTED] budget. In order to make a final decision regarding the level of assistance [REDACTED] will offer, we need information from you. Please complete the associated [REDACTED] Request with the cost (at warranty rates) for the repair listed in the case notes. Once you have completed the [REDACTED] Request, the [REDACTED] team will review the case and provide a decision regarding participation. Once the [REDACTED] team has provided authorization, we ask that you contact the customer to advise of the financial assistance offered, and to arrange for repair. We have advised the customer to follow-up with you in [REDACTED], if they have not been contacted by that time. If you believe the part failure is the result of customer abuse, neglect, damage or vehicle modification please update this information in the [REDACTED] case so we can address this issue with the customer. If we decide to deny assistance for any other reason, we will also deliver that message to the customer. The [REDACTED]

[REDACTED] CONTACT VIA: PHONE: [REDACTED] Please contact: [REDACTED] CUST SAYS:  
[REDACTED] called in saying that the fuel canister of the veh is cracked and he took it to [REDACTED] charged for [REDACTED] for the parts and now they are charging him another [REDACTED] thinking that this is still covered by the warranty and is asking for assistance.

[REDACTED] SAYS: N/A  
ADVISED: Based on the information you provided, [REDACTED] may participate in the cost of this repair, but needs to gather additional information from your dealership before making a final decision. We need to verify with your dealership that the repair would have been covered prior to your warranty expiring and the issue is not related to maintenance or normal wear. It may take up to [REDACTED] for a final decision. Please stay in contact with the Service Manager at your dealership. Your case number is [REDACTED].

Reminder, please complete the associated [REDACTED] Request with the cost of the repair (at warranty rates) for the repair listed in the case notes.

Hello! Please let me know if you need any assistance filling out the [REDACTED] Remedy Form or if you need any other information from me. We need the [REDACTED] Remedy Form with the repair at warranty rates to review for financial assistance. I can provide you links to Job Aids and [REDACTED] Tube videos if you need assistance. I will contact you on [REDACTED] if the case has not been updated before then. Please let me know if the customer needs to return for diagnosis, as I will be sure to give you enough time once an appointment has been scheduled. If you have decided to use [REDACTED] funds for this, please let us know in the case notes or via portal message so this case can be closed. You are not required to use any [REDACTED] funds.

[REDACTED] ("By [REDACTED] ([REDACTED])") - the canister that was leaking is the fuel filter customer stated this was the [REDACTED] he has changed the fuel filters

This would be considered a maintenance concern. [REDACTED] only assists with defects. Please inform the customer no assistance can be provided. Thanks

CASE ATTACHMENTS:

STATUS: Resolved  
BUSINESS UNIT NAME [REDACTED]  
COMMUNICATION: Phone

REGION: [REDACTED]: [REDACTED]

MODEL: [REDACTED] MILEAGE: [REDACTED]

LAST NAME [REDACTED] MIDDLE: [REDACTED] [REDACTED]

HOME PHONE [REDACTED]

SYMPTOMS: | | |

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

\*\*\*Attention Service Managers: Your CSM (Customer Service Manager) does not see this case. If you are seeking assistance from [REDACTED] Company on this case, please reach out to your CSM directly.\*\*\* CUST SAY: While driving, cust smell fuel coming from vent. Cust check fuel line and it was busted, leaking fuel. Took to dlr and was told it is not covered by warranty. Veh at dlr, wants repair. PER CUST, [REDACTED] SAY: NA CRC SAYS: I will escalate your case to the Service Manager at your dealership. The Service Manager will review your case to ensure the resources available to assist with [REDACTED] repairs are being fully utilized. You should contact your Service Manager for updates regarding your case. [REDACTED]

This vehicle was brought to us after the customer broke the connector on the fuel line while attempting to change his fuel filter. There is no way for us to confirm there was a leak prior to the vehicle getting here. The customer did confirm that he broke the connector. Due to this not being a factory defect replacement under warranty does not line up with [REDACTED]'s warranty policy and procedures unless I am directed by you to replace under warranty by way of [REDACTED] funds. Thanks.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Canceled

OPEN [REDACTED]

CLOSED [REDACTED]

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM: Central Loaner

COMMUNICATION:

CASE [REDACTED] [REDACTED]: Dealer - Information | Warranty Loaner Approval | |

DEALER NAME [REDACTED]

[REDACTED] CODE [REDACTED] SALES CODE [REDACTED]

REGION: [REDACTED] [REDACTED]: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED]

MODEL: [REDACTED] SUPER DUTY MILEAGE [REDACTED]

BODY STYLE: [REDACTED] CREWCAB SRW

LAST NAME [REDACTED] NAME MIDDLE: | |

ADDRESS:

[REDACTED] ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: | | |

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

"By [REDACTED]" - CUSTOMER STATES ON [REDACTED] FUEL STARTING LEAKING EVERYWHERE WENT ALL OVER PAINT ALL OVER UNDERNEATH. FIRE DEPARTMENT HAD TO SHOW UP. TRUCK GOT TOWED TO EMPIRE FORD. THEY REPLACED FUEL FILTER. FUMES ARE COMING THROUGH THE VENTS, ALSO WHEN YOU [REDACTED] FEET AWAY FROM TRUCK ALL YOU CAN SMELL IS FUEL. FUEL SAT ON PAINT FOR [REDACTED] BEFORE THEY TOUCHED IT. PLEASE CHECK AND ADVISE. CUSTOMER DOES NOT FEEL SAFE DRIVING TRUCK

CASE ATTACHMENTS:

CASE NUMBER [REDACTED] STATUS: Information Provided

OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM: US [REDACTED] NA CRC COMMUNICATION: Phone

CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria

DEALER NAME [REDACTED]

[REDACTED] CODE [REDACTED] DLR SALES CODE [REDACTED] REGION: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE [REDACTED]

BODY STYLE: [REDACTED] CREWCAB SRW

LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] E |

ADDRESS: [REDACTED]

[REDACTED] ZIP COUNTRY: [REDACTED] Y | [REDACTED] | [REDACTED] | [REDACTED]

HOME PHONE [REDACTED]

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

ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

CS SAYS: I have a [REDACTED] pick up and its been acting crazy. I was driving the veh [REDACTED] and the filter had been leaking and the whole thing came apart. Water is pumping it up. I have it towed and [REDACTED] will not cover it. I had it happening since I have the veh. CS SAYS, PER DLR: CRC ADVISED: Thank you for reaching out to [REDACTED] Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [REDACTED] BLOCK HEATER WIRE ASSEMBLY - WATER INTRUSION OR CORROSION

[REDACTED]

Customer says: Customer is checking for an update in regards of the case he has. as per dealer says:N/A CRC Advise: advised customer that the due date for the appointment is on the [REDACTED] told him to wait for any callback and I will update the documentation here

[REDACTED]

CONTACTED DEALERSHIP: I was informed the service department is closed for the day, and their OoO are [REDACTED] ( [REDACTED] ). Will follow up.

[REDACTED]

Case Number : [REDACTED] Customer : [REDACTED] Phone : [REDACTED]  
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : N/S Vehicle Purchase Status : Original 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] SUPER  
DUTY Mileage : [REDACTED] Engine Specification : [REDACTED] vs 17C DSL Transmission Specification : [REDACTED]  
AUTO TRANS : [REDACTED] LG DSL Warranty Start Date : [REDACTED] Open Recall/FSA: : ESP : Hotline  
Contact : Warranty History :

[REDACTED]

Cust says:i have a case i,called 2 to 4 times,and I havent receive any response yet.the last rep.told me I that im gionna recieve a pnone call Per cust. dealer says:N/A CRC advised:educate the cust that the case is still in progress.and the truck support team is still communicating with his dealer,advised to stay in contact with SM

[REDACTED]

CONTACTGED CUSTOMER: Informed customer the following information/read the following scripting:  
"After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. I recommend that you keep your receipts in case [REDACTED] a program in the future based on your situation." Customer then stated he will go to the courts behind this issue, and that he will not buy another [REDACTED] again. Closing Case.

[REDACTED]

CONTACTED DEALERSHIP PRIOR TO CONTACTING CUSTOMER [REDACTED] from the service department informed the customer's part was leaking due to abuse or neglect of the vehicle, not a factory defect. She informed that the customer declined service work when he brought it to the dealership.

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] NA CRC COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | Has been to dealer |  
DEALER NAME [REDACTED]  
[REDACTED] CODE [REDACTED] [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] DUTY MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREWCA [REDACTED]  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED]  
ADDRESS [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] W | OK | [REDACTED] I [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Driving Performance | Stalls/Quits | Acceleration | UNKNOWN  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:

[REDACTED] BCM: [REDACTED] says: Veh broke down [REDACTED], now at [REDACTED] been w/o veh, as per dlr they are waiting for [REDACTED] response [REDACTED] ven lost fuel pressure. Per [REDACTED] dlr says: N/A CRC advised: Thank you for reaching out to [REDACTED] Company with this concern. I will be escalating this case to a [REDACTED] Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [REDACTED] V6Q4X1.

[REDACTED] Attempted to touch basis with the customer regarding the customer's concerns listed in the case however, the customer was not available during the time of the call however, will follow up in 1 business day.

[REDACTED] CUST SAYS: I have a case # [REDACTED] I have been waiting for this. AS PER CUST, [REDACTED] SAYS: n/a CRC SAYS: Base on the vin this has been escalated properly & they are still working on this case. There is also a scheduled follow up up until [REDACTED]

[REDACTED] Touched Basis with the dealership and reached [REDACTED] in the service department. He reviewed the repair history with me in which he says the customer's been into the dealership [REDACTED] for the same concern. After th [REDACTED] the customer had to have the vehicle towed back into the dealership. 2 of the [REDACTED] parts were replaced (Fuel Filters on [REDACTED]) (Fuel Pump on the [REDACTED])... He continues to receive dashboard notifications for low fuel. The vehicle is currently in the dealership's service department and it was recommended by engineering to perform electrical test which they will be starting [REDACTED]. I advised the service employee that I will be following up with [REDACTED] the dealership and the customer regarding this matter until there's resolution.

[REDACTED] Reached out to the customer regarding the customer's concerns listed in the case. He says he's had to have his vehicle towed back into to the dealership [REDACTED] as a result for the same vehicle repair.. He's been in contact with the dealership and is aware of where we're at in the process of the repair. The customer's been advised that I will be following up with [REDACTED] he and the dealership regarding status updates.

[REDACTED] Touched Basis with [REDACTED] the dealership who says they performed all the recommended test by they told to do by [REDACTED]. He says all the codes are gone and so far everything is working fine. He says they're going to drop the fuel tank to see if there's anything causing other issues.

[REDACTED] Touched Basis with Mr. [REDACTED] regarding a status update of the information I received from the dealership. I relayed the information I received from the dealership to the customer and advised him that I'll be following up with [REDACTED] he and the dealership in [REDACTED]

[REDACTED] Attempted to touch basis with [REDACTED] the service department regarding a status update of the customer's vehicle but no one was available during the time of the call.

[REDACTED] Touched basis with the customer regarding a status update for the vehicle, he's confirmed that the dealership has notified him and that he picked up the vehicle [REDACTED]. He says [REDACTED] in the service department informed him that when they lowered the fuel tank they were able to find a crack for leaks and performed repairs. Thus Far the vehicle hasn't been experiencing any leaks, and the customer's been advised that I'll now be closing the case.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] NA CRC COMMUNICATION: Ph [REDACTED]  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | Has been to dealer |  
DEALER NAME [REDACTED] Sls & Serv  
PA CODE [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]  
BODY STYLE [REDACTED] SUPERCAB SRW  
LAST NAME [REDACTED] MIDDLE: [REDACTED]  
ADDRESS [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]  
HOME PHONE:  
SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | Intermittent  
ANALYST NAME [REDACTED] OPEN ANALYST NAME: [REDACTED]  
COMMENTS:

[REDACTED] CONTACT VIA ph [REDACTED] CUST SAYS: [REDACTED] divad concrete has been having problems with [REDACTED] of their [REDACTED] the vehicle would start. Would go only [REDACTED] Dealership has replaced [REDACTED] of the fuel injectors [REDACTED] PER CUST, [REDACTED] SAYS: Dealership has replaced [REDACTED] of the fuel injectors [REDACTED] CRC SAYS: informed customer that i have escalated the case to the us [REDACTED] truck team who will reach out to him within 1 business day. provided case no. [REDACTED]

[REDACTED] Case Number: [REDACTED] Customer: [REDACTED] Ph: [REDACTED] N/A Home  
Ph: [REDACTED] N/A Mobile Ph: [REDACTED] LTV Score: N/S Vehicle Purchase Status: Subsequent Owner  
Credit Contract Number: N/A Part Number: N/A Dealer Name: [REDACTED] Sls & Serv Dealer  
P&A: [REDACTED] Dealer ph: [REDACTED] VIN: [REDACTED] Year: [REDACTED] Make: [REDACTED] Model: [REDACTED]  
Mileage: [REDACTED] Engine Specification: [REDACTED] HPCR V8 T/C DSL Transmission  
Specification: [REDACTED] AUTO TRANS ( [REDACTED] ) LG DSL Warranty Start Date: [REDACTED] Open Recall/FSA:  
N [REDACTED] ESP: N [REDACTED] Hotline Contact: YES Warranty History: [REDACTED] VERIFY FUEL LEAK FOUND FUEL  
LINE FROM FUEL FILTER TO ALL INJECTORS REPLACE FUEL LINE CLEAN OFF [REDACTED] HAD TO  
CLEAR [REDACTED] LIGHT FUEL PRESSURE CODE AND PERFORM REGEN ROAD TEST OK [REDACTED] OUT  
[REDACTED] CASE [REDACTED] VERIFY [REDACTED] HOOKED UP COMPUTER TO TRUCK  
AND SCANNED CODES. FOUND CODES P00BD MASS OR VOLUME AIR FLOW CIRCUIT TOO HIGH,  
[REDACTED] EXHAUST PRESSURE SENSOR CIRCUIT INTERMITTENT, AND CODE [REDACTED] DIFFERENTIAL  
PRESSURE TOO LOW. LOOKED UP [REDACTED] AND FOUND [REDACTED] FOR THE [REDACTED]  
[REDACTED] TSB WANTED TO UPDATE THE PCMSOFTWARE. WENT TO MODULE PROGRAMMING  
AND REPROGRAMMED THE PCM. BEFORE STARTING TO PROGRAM IT FOUND THE PCM, [REDACTED]  
AND [REDACTED] ALL HAD SOFTWARE UPDATES AND WANTED ME TO DO THEM ALL. PCM SOFTWARE  
WENT FROM [REDACTED] TO [REDACTED] [REDACTED] WENT FROM [REDACTED] AB TO [REDACTED]  
[REDACTED] ALL REPROGRAMMING  
[REDACTED] WAS SUCCESSFUL. SCANNED AGAIN FOR CODES AND NO CODES PRESENT [REDACTED] OUT 260.

[REDACTED] Continued Warranty History: [REDACTED] CASE [REDACTED] - VEHICLE CHECKED INTO GABRIELLI  
SERVICE [REDACTED] TABLET - VERIFY [REDACTED] HOOKED COMPUTER UP TO TRUCK AND  
SCANNED IT. FOUND CODES [REDACTED] FIRE DETECTED AND CODE [REDACTED] HIGH TO LOW SIDE  
SHORT. WILL NEED TO FURTHER DIAG THESE CONCERNS. PERFORM [REDACTED] SELFTEST,  
RETRIEVED [REDACTED] FIRE AND [REDACTED] HIGH TO LOW SIDE  
SHORT. PERFORM [REDACTED] INJECTOR ELECTRICAL SELF TEST RETRIEVED [REDACTED] PERFORM  
POWER BALANCE TEST. VERIFY [REDACTED] BALANCE AT [REDACTED] START PIN POINT  
TEST P1 [REDACTED] P1- CARRY OUT [REDACTED] INJECTOR SELF TEST [REDACTED] OFF SELF  
TEST. [REDACTED] RETRIEVED, YES. P2- CHECK SUSPECT INJECTOR INTERNAL RESISTANCE. REMOVE AIR  
FILTER ASSEMBLY, REMOVE [REDACTED] SOUND SHIELD. DISCONNECT [REDACTED] INJECTOR  
CONNECTOR FROM INJECTOR, MEASURE INTERNAL RESISTANCE OF INJECTOR [REDACTED] OHMS. OUT  
OF SPEC. PPT STATES REPLACE INJECTOR. INJECTOR WARRANTY. WILL HAVE PARTS ORDER. -  
PARTS. ANTHONY I NEED [REDACTED] R (WITH FUEL PIPE) ( [REDACTED] ) 4) AND [REDACTED] TO  
VALVE COVER O-RING PART NUMBER [REDACTED] A. WARRANTY- REMOVED PASSENGER  
INNER FENDER WELL TO ACCESS THE INJECTOR BETTER. REMOVED THE FUEL LINE FROM THE  
INJECTOR AND FROM THE FUEL RAIL. REMOVED THE RETURN LINE FROM THE INJECTOR AND  
ALSO THE HOLD DOWN. USED THE INJECTOR TOOL AND PULLED THE INJECTOR. CLEANED OUT  
INSIDE THE INJECTOR BORE AND WROTE DOWN THE NEW INJECTORS IQA NUMBER. SLID  
INJECTOR IN AND TORQUED THE HOLD DOWN BOLT TO SPEC. REINSTALLED THE RETURN LINE ON  
THE INJECTOR AND INSTALLED A NEW FUEL LINE. TORQUED [REDACTED] SIDES TO SPEC. PLUGGED  
INJECTOR IN AND HOOKED COMPUTER UP TO TRUCK. PROGRAMMED THE NEW INJECTOR AND  
RESET THE LEARNED DATA FROM ALL INJECTORS. PRIMED FUEL SYSTEM AND STARTED  
TRUCK. EVERYTHING IS GOOD AND RUNS SMOOTH. SHUT TRUCK OFF AND CLEARED ALL CODES.  
TRUCK IS READY FOR ROAD TEST. QUALITY CHECK AND ROAD TEST VEHICLE. NO ISSUES FOUND.  
REPAIRS COMPLETE [REDACTED] OUT [REDACTED]

[REDACTED] Continued Warranty History: [REDACTED] CASE [REDACTED] IN [REDACTED] VEHICLE CHECKED INTO  
GABRIELLI SERVICE [REDACTED] TABLET - PERFORMED DOOR LATCH FREEZING ISSUE AS  
OUTLINED IN CAMPAIGN. REPLACE DOOR FOAM KIT AND [REDACTED] PART NUMBER LL3Z-  
15264B28-A CABLE WIPER CLIP. RECALL NOW COMPLETE. [REDACTED] OUT [REDACTED] and [REDACTED] FAILED  
INJECTOR 2 VERIFY [REDACTED] VERIFY [REDACTED] HOURS 507. VERIFY COMPLAINT, CHECK [REDACTED]  
LIGHT IS ON, WRENCH LIGHT IS ON. CONNECT [REDACTED]

[REDACTED] Customer [REDACTED]: Replaced the fuel injectors [REDACTED]. Each time its a different fuel injector. Wants them to  
change all of the injectors. He has to pay [REDACTED] every time it he has to tow the vehicle. Vehicle is still  
at the dealership. Went there [REDACTED] now for the same issue and [REDACTED] another injector went out.  
Truck only has [REDACTED] on it and only has [REDACTED]. Only wants this issue fixed. SA: [REDACTED] the  
same service. He already contacted the hotline and he was only authorized to change [REDACTED]  
Stated: Thank you for that information. I will definitely give [REDACTED] a call to get more information. [REDACTED]  
[REDACTED] EXT [REDACTED]

[REDACTED] Dealership [REDACTED] SA: [REDACTED] We replaced [REDACTED] another [REDACTED] failed. [REDACTED] another [REDACTED]  
failed. [REDACTED] another [REDACTED] failed. They ran all appropriate tests and everything is running fine, but the  
fuel injectors keep failing [REDACTED] by [REDACTED] Warranty will only approve [REDACTED] at a time. If this keeps  
happening he wants to replace all injectors. [REDACTED] stated: Thank you. Can you please let me know how much  
it would be to change all the injectors and we can see if [REDACTED] can help financially. [REDACTED] EXT [REDACTED]

[REDACTED] Dealership [REDACTED] SA: [REDACTED] He will email me the cost of the remaining fuel injectors to see if we can assist  
financially. [REDACTED] EXT [REDACTED]

Customer [REDACTED]: No answer. I left my name, number, and EXT

IBEM from [REDACTED] Estimate would be [REDACTED] in parts and [REDACTED] in labor. Total [REDACTED]

\$3000 even [REDACTED]

Service Advisor [REDACTED]

Phone: [REDACTED] Ext: [REDACTED]

[REDACTED]: Thank you for that information. Can you please provide me the following information: Repair Order number Repair Open date Miles at repair open date RO line number Thank you. [REDACTED]

@ Customer Relationship Center – Truck Team [REDACTED]

Office: [REDACTED] ext. [REDACTED]

Customer [REDACTED]: I am letting him know that I am trying to see if we can help him financially. He said every time it breaks down he has to pay [REDACTED] for a tow truck and that's money out of his pocket. If it breaks down again, its going to be a bigger problem. [REDACTED] stated: I will definitely see what we can do for you financially, sir.

Dealership [REDACTED] SA: [REDACTED] (the other [REDACTED]) He came and picked up vehicle sometime [REDACTED]. My main SA [REDACTED] will call me back later on once he is done with a customer. [REDACTED]

Customer [REDACTED]: Picked up vehicle and running ok so far but its only been a [REDACTED] of [REDACTED]. I will proceed to close the case BUT IF IT HAPPENS AGAIN WE WILL REACTIVATE THE CASE AND GO FROM THERE, [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]  
OPEN [REDACTED] CLOSED: [REDACTED]  
RESPONSE TEAM [REDACTED] NA CRC  
CASE CLASS LV [REDACTED]: Vehicle Concern | Repair Assistance |  
DEALER NAME [REDACTED]  
[REDACTED] CODE: [REDACTED] [REDACTED] SALES CODE [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] MIDDLE: [REDACTED] [REDACTED]  
ADDRESS: PO BOX [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] E | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Safe & Secure | Smoke/Odor | Not Listed | UNKNOWN  
ANALYST NAME [REDACTED]  
COMMENTS:

STATUS: Resolved  
BUSINESS UNIT NAME [REDACTED]  
COMMUNICATION: Ph [REDACTED]  
REGION: [REDACTED]  
MODEL: [REDACTED] MILEAGE: [REDACTED]  
OPEN ANALYST NAME [REDACTED]

Best Contact Number: [REDACTED] CUST SAYS: im really busy. I have [REDACTED]. I have service issue with it. I took it [REDACTED] it ans something with the computer. When I got my veh back, the key was g [REDACTED] on my center console. The dlr have it from the valet. [REDACTED], the fuel filter is bad. It smell diesel fuel in my truck. Im having a headache. I wanted to speak to a manager. I cant wait anymore. I wanted to speak to a manager now. My kids even PER CUST, [REDACTED] SAYS: They change everything that is needed to be change CRC ADVISED: Tried to ask cust what assistance he is looking for but he insisted to speak to a manager instead. Advised that we are suing the same resources however cust really insisted and doesn't want to wait [REDACTED] call back.

Call transferred to sup for live escalation.

> Customer Says: vehicle smells like diesel fuel, i took it to a ford we don't have this problem, I want my [REDACTED] vehicle to don't smell like gasoline, this gives me head ache. Dlr Says: n/a SUP Says: How exactly do you want ford to assist you? I will have your case escalated to an escalation team who's specialized to handle truck concern, they will call you back in [REDACTED] but i will try to expedite the process, because they still have to review the case and contact the dealership. Just to set the expectation, there will be a case handle and they will get in touch with you and provide you their number so you can contact them directly. provided case [REDACTED] NFAR Closing SUP Escalation

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : N/S Vehicle Purchase Status : [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] SUPER DUTY Mileage : [REDACTED] Engine Specification : [REDACTED] Diesel Transmission Specification : 6 Speed Auto Trans ( [REDACTED] ) Warranty Start Date : [REDACTED] Open Recall/FSA : [REDACTED] DOOR LATCH FREEZING CONCERNS ESP : NO ESP INFORMATION AVAILABLE Hotline Contact : N [REDACTED] Warranty History : N [REDACTED] Related.

[REDACTED] to [REDACTED] Spoke to Shelby Concierge who advised customer vehicle was completed the following business day no longer at there dealership. [REDACTED] C to Customer [REDACTED] introduced self and provided role, [REDACTED] spoke to customer who advised that his truck was doing some crazy things the driver side running board would randomly go down and then come back up the clock would go [REDACTED] to [REDACTED] remote in truck is going crazy. He took the vehicle to dealership and advised them that he drives a lot needs his vehicle looked into dealership advised that he had a low battery recommended to replace battery customer was also advised needs other maintenance d [REDACTED] on vehicle Dealership fixed problem hasn't had any of those other issues however once he left dealership he looked in the center console to find his key and its g [REDACTED] dealership lost the key and could not find it anywhere dealership apologize the [REDACTED] customer smells diesel fuel coming from the truck his wife was complaining of the smell he looked down on the driveway and diesel fuel is pouring customer was advised defective part fuel filter busted on top is what they told the customer. Dealership washed the truck and detailed the truck he stated it stills smells so bad and that he cant drive the truck with the kids in it either. [REDACTED] was speaking to customer and he hung up said o well he can't [REDACTED] will try back after speaking to dealership [REDACTED] M will trying to call customer again [REDACTED] to advise vehicle needs to go back to dealership. Next Steps F/U [REDACTED] Cust- bring vehicle back to dealer so [REDACTED] can help.

[REDACTED] to [REDACTED] Left VM Fo [REDACTED] S/A Advising customer is still have concerns with the smells in his vehicle. [REDACTED] recommends contacting customer to scheduled him to come back in to have concerns addressed. [REDACTED] advised to please return her call if she has any questions [REDACTED] provided her contact info. [REDACTED] to Customer [REDACTED] spoke to customer advised that she left a VM for [REDACTED] the S/A assigned to the vehicle at auto nation ford advising her that he is still having concerns with the vehicle at that the vehicle needs to go back to the dealership I asked [REDACTED] to please reach out to customer to have the truck arranged to go back to the dealership customer asked that we also review for repurchase or replacement [REDACTED] advised will request a good fait review and will follow up to discuss further. Next Steps F/U [REDACTED] Cust- Good Faith Review?

[REDACTED] made obc to dlr [REDACTED] spoke with sm ethan. dlr adv that the veh is not there at this time. dlr provided the open RO info for the [REDACTED] dlr adv this was the first time the veh had been there. [REDACTED] RO open date [REDACTED] VEH left [REDACTED] RO mileage [REDACTED] Concern: wrench light Repair: replaced fuel filter, battery, air filter RO [REDACTED] RO open date [REDACTED] VEH left [REDACTED] RO mileage [REDACTED] Concern: fuel leak Repair: fuel filter top came off [REDACTED]

After review; veh does not meet state guidelines for buyback/replacement criteria for GA. Talking Points: - Denied GFR -Review note in milest [REDACTED] -Focus on getting veh repaired [REDACTED]

ext. [REDACTED], assisting [REDACTED] ext. [REDACTED], made [REDACTED] to [REDACTED].  
[REDACTED] informed [REDACTED] that buyback is denied, as [REDACTED] is outside of presumption period for GA. [REDACTED] asked  
what [REDACTED] can do for him since he went to [REDACTED] and [REDACTED] recommended a fuel service, which [REDACTED] had  
completed and then took [REDACTED] back, after [REDACTED] started leaking fuel, which has caused a fuel smell in the [REDACTED].  
[REDACTED] stated that since it was a [REDACTED] part that the [REDACTED] put in [REDACTED], which [REDACTED] R states was defective.  
[REDACTED] wants to know what [REDACTED] is going to do. [REDACTED] asked if [REDACTED] will be taking [REDACTED] back to [REDACTED] and  
stated when he can, as his Super [REDACTED] is his livelihood, as he uses it for work. [REDACTED] stated that [REDACTED] can look  
into possible goodwill for [REDACTED], such as an [REDACTED] and [REDACTED] M set a F/U for [REDACTED] to contact [REDACTED] on  
[REDACTED] to discuss. [REDACTED] provided his email, so that [REDACTED] can email [REDACTED] contact info. [REDACTED] sent  
following: Good Afternoon Mr. [REDACTED]. Per our earlier conversation, please find my contact information below.  
If you need to reach your Customer [REDACTED] Manager ([REDACTED]), her phone number is the same as mine,  
but her direct extension is [REDACTED]. I've also copied her on this email. With regards to possible goodwill due to  
the concerns you are having with your [REDACTED] Super [REDACTED], [REDACTED] can provide you with an Extended [REDACTED] Plan  
([REDACTED]), which would be at no charge to you. I've attached a brochure for the [REDACTED], which would be  
for [REDACTED] or [REDACTED] (whichever comes first) from your Warranty Start Date, which is [REDACTED], for you  
to look over. I set a follow-up for [REDACTED] to contact you on [REDACTED], to discuss the goodwill and also  
to see if you were able to get your Super [REDACTED] back to the dealership to resolve your fuel smell concern.  
Thanking you in advance for your patience and also thank you for being a loyal [REDACTED] customer.  
STEPS: Check with [REDACTED] to see if [REDACTED] brought [REDACTED] back. Contact [REDACTED] to discuss [REDACTED].

ADDED NOTE, as system would not allow [REDACTED] to add this to previous note: [REDACTED]®

[REDACTED] Customer Manager ([REDACTED])  
Phone: [REDACTED] ext. [REDACTED] Fax: [REDACTED]

[REDACTED] to Customer [REDACTED] spoke to customer asked If he received email from [REDACTED]  
[REDACTED] Provided an offer of the [REDACTED] customer advised must have gone to junk mail [REDACTED]  
asked customer to check junk mail he advised he did receive it [REDACTED] asked customer if he would be accepting  
offer customer stated yes this would be fine [REDACTED] advised once he has the time if concerns are still present  
bring the vehicle back to the dealership to have the concerns addressed he advised yes pam the advisor did  
reach out to him hes just been so busy [REDACTED] advised when he has time bring it back to have the concerns  
addressed she will upload the [REDACTED] for customer customer thanked [REDACTED] for all her help. Next Steps F/U  
[REDACTED] ADDED TO VIN?

[REDACTED] P never transmitted. [REDACTED] transmitted [REDACTED] Case Number: [REDACTED] | Customer  
Manager | [REDACTED] | e-Fax: [REDACTED]  
Next Step: /u [REDACTED] is [REDACTED] active in [REDACTED] if so close case

[REDACTED] Uploaded [REDACTED] now appears in [REDACTED] Case closed. [REDACTED]®  
[REDACTED] Customer Manager [REDACTED] Ext. [REDACTED] M-F [REDACTED] - [REDACTED]  
[REDACTED] active in [REDACTED] \$ if so close case

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] NA [REDACTED] COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria

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

BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] MIDDLE: [REDACTED] N | [REDACTED] T |  
ADDRESS [REDACTED]

[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]

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

ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

Contact via Phone : [REDACTED] Email : [REDACTED] CUSTOMER SAYS: Called in regarding the diesel fuel leak. [REDACTED] asking assistance to honor wty for the fuel leak. AS PER CUSTOMER DEALER SAYS: not covering the warranty. [REDACTED] ADVISE: Thank you for reaching out to [REDACTED] with this concern. I will be escalating this case to a [REDACTED] Customer Experience Specialist on the escalated truck support team. They will contact you through your preferred/best contact method within [REDACTED] to assist you. approved :tl [REDACTED]

[REDACTED]

Case Number : [REDACTED] Customer : [REDACTED] Phone : [REDACTED]  
Home Phone : [REDACTED] Mobile Phone : N/A LTV Score : 83 Vehicle Purchase Status : Original Owner  
[REDACTED] Credit Contract Number : N/A Part Number : N/A Dealer Name : BEACH [REDACTED] Dealer P&A : N/A  
Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : [REDACTED]  
SUPER DUTY Mileage : [REDACTED] Engine Specification : [REDACTED] v8 T/C DSL Transmission Specification : [REDACTED]  
[REDACTED] AUTO TRANS [REDACTED] LG DSL Warranty Start Date : [REDACTED] Open Recall/FSA : [REDACTED] DOOR  
LATCH FREEZING CONCERNS ESP : N/A Hotline Contact : N/A warranty History : [REDACTED]  
DEALER [REDACTED] WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER [REDACTED] PART  
NUMBER PART DESCRIPTION QUANTITY LABOR OP CONDITION CODE CONDITION DESC KC3Z  
[REDACTED] WIRING ASY BLOCK [REDACTED] CORD REPLACE THE HEATER CORD [REDACTED]  
[REDACTED] @ [REDACTED] Customer Experience Specialist | [REDACTED] EXT [REDACTED]

[REDACTED]

[REDACTED] C to dealer to inquire more details on case. [REDACTED] no available until [REDACTED] Next steps:  
Follow up with dealer Contact customer to introduce and request more details on case  
@ [REDACTED] Customer Experience Specialist | [REDACTED] EXT [REDACTED]

[REDACTED]

[REDACTED] C to customer to follow up on case. Provided case number and customer stated he would like for my direct information to be emailed to him. Email sent to [REDACTED]. [REDACTED] states the issue of the [REDACTED] is that the [REDACTED] was taken to [REDACTED] due to diesel fuel leak through the top of the motor. [REDACTED] states [REDACTED] informed him I he could take truck back to dealer to confirm if it might be the filter or spec in reservoir that was not working properly. [REDACTED] was informed if it is due to bad gas from gas station (might contain water) and affected injector system the warranty would NOT be able to cover repair. [REDACTED] states he has put truck up for sale and is thinking about getting a lawyer. Next steps Follow up with cust  
Verify with cust if he will be getting lawyer to provide [REDACTED] address @  
[REDACTED] Customer Experience Specialist | [REDACTED] EXT [REDACTED]

[REDACTED]

[REDACTED] has spoken to [REDACTED] for [REDACTED] and advised him that [REDACTED] should be able to honor warranty. [REDACTED] @ [REDACTED] Customer Experience Specialist | [REDACTED] EXT [REDACTED]

[REDACTED]

[REDACTED] to [REDACTED] confirm details of leak per SM leak was repair on [REDACTED] and customer went back the [REDACTED] or 2 days after for same issue but SM states the customer thinks leak was not fixed due to the residue that needed to be cleared but there should be no more issue by now. SM states the reason leak occurred is because the fuel filter had not been replaced during maintenance. Filter had come apart that which is a non warrantable repair due to filter should be changed with maintenance. Mileage when @ dealership: [REDACTED] Ph: [REDACTED] ext [REDACTED] Next Steps Follow up with customer [REDACTED] before end of business day to confirm if leak is still occurring Confirm with customer if he will still be getting lawyer, if yes, provide [REDACTED] C info and if no inquire if any additional question for further assistance [REDACTED] @ [REDACTED] Customer Experience Specialist | [REDACTED] EXT [REDACTED] Elax: [REDACTED]

[REDACTED]

[REDACTED] C to [REDACTED] @ [REDACTED] due to when calling primary customer phone number [REDACTED], phone was stating "the number you dialed is not in service". Left vm @ business phone number and call back details Next Steps Follow up with customer on [REDACTED] before [REDACTED] M to try and provide update. [REDACTED] @ [REDACTED] Customer Experience Specialist | [REDACTED] EXT [REDACTED] Elax: [REDACTED]

[REDACTED]

[REDACTED] C to cust [REDACTED] to inform can approve Financial assistance due to issue of leak is not a warrantable repair due to fuel filter coming apart is due to lack of maintenance. [REDACTED] to contact customer Next steps Try and contact cust once more [REDACTED] before end of business day. [REDACTED] @ [REDACTED] Customer Experience Specialist | [REDACTED] EXT [REDACTED] Elax: [REDACTED]

[REDACTED]

[REDACTED] C attempt to customer to update on case, no email listed to send message. Next Steps Try and communicate with cust [REDACTED] before [REDACTED] If no answer will be closing case and sending letter. [REDACTED] @ [REDACTED] Customer Experience Specialist | [REDACTED] EXT [REDACTED] Elax: [REDACTED]

from cust [REDACTED]. Cust does not have an ongoing issue with [REDACTED] so will be closing case. Cust is upset how SM advised him they will not honor warranty if fuel injectors are to fail due to the fuel filter that had come apart and pumping "bad" gas. Informed cust before any final decision can be made. [REDACTED] has to be diagnosed and have to wait for diagnoses to be confirmed if it was a maintenance issue from the fuel filter or if there was another issue causing issue with fuel injectors. Informed cust before a final decision can be made we have to confirm if he is within warranty or out of warranty. Let cust know that if he has issue in the future he has an ongoing issue and is out of warranty, I can research if there is another program we can assist him with such as financial assistance or repair assistance. Call back # [REDACTED]

[REDACTED] | Customer Experience Specialist | [REDACTED] EXT [REDACTED]  
[REDACTED] | Efax: [REDACTED]

F/U scheduled for [REDACTED] to confirm sup call has been made [REDACTED] | Customer Experience Specialist | [REDACTED] EXT [REDACTED] | Efax: [REDACTED]

[REDACTED] do not follow up with customer. She will contact him. [REDACTED] | Customer Experience Specialist | [REDACTED] EXT [REDACTED] | Efax: [REDACTED]

Follow up email sent to [REDACTED] & [REDACTED] for escalation follow up with cust. "Hi [REDACTED], Just reaching out to confirm if you were going to follow up with customer [REDACTED]. I have no follow ups scheduled due to customer not having any current vehicle issue. I need to close case. Thank you." [REDACTED] | Customer Experience Specialist | [REDACTED] EXT [REDACTED] | Efax: [REDACTED]

Service manager and advisor told the customer that he used bad so they are not going to honor his warranty if he ever has any issues. Informed him that he can go to a different dealership to get his vehicle serviced. Next Step: Have CXS input for an [REDACTED] and schedule a follow up for [REDACTED] Currently at [REDACTED] \*Supervisor Escalation\* [REDACTED] ext. [REDACTED]

[REDACTED] upload Case Number: [REDACTED] | Customer Experience Specialist | [REDACTED] EXT [REDACTED] | Efax: [REDACTED]

\*\*CUST STATED HE NO LONGER WANTED TO SPEAK TO ME, CLOSING CASE- [REDACTED] HAS BEEN PROVIDED\*\* [REDACTED] C to customer to inform [REDACTED] P is reflecting on on VIN. informed he can use in [REDACTED]s (if needed) and it will take [REDACTED] weeks for him to receive contract in mail. Cust disconnected line due to wanting [REDACTED] to confirm dealer will honor warranty if he has issue with fuel injectors but informed him we cannot give a def yes or no for an issue that has not occurred and veh has to be able to be diagnosed in order to provide answer. [REDACTED] | Customer Experience Specialist | [REDACTED] EXT [REDACTED] | Efax: [REDACTED] & [REDACTED]

[REDACTED] from Customer States He does not want to speak to CM again and wants a supervisor. Advised I would assist him. Provided him with [REDACTED] details and time frame to be added to his vehicle. Advised I would email brochure and if he has any issue going forward he should contact the customer relation center for further assistance.

Hi [REDACTED]. It was a pleasure speaking with you [REDACTED]. Please find the attached information you requested and do not hesitate to reach out to me if you have any questions or comments going forward. Thank you for being the best part of [REDACTED] Customer Experience Specialist  
[REDACTED] ex. [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED: [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] NA [REDACTED] COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | Has been to dealer |

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

BODY STYLE: [REDACTED] CREWCAB DRW  
LAST NAME [REDACTED] MIDDLE: [REDACTED] [REDACTED]  
ADDRESS [REDACTED]

[REDACTED] COUNTRY: [REDACTED] | NY | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]

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

ANALYST NAME [REDACTED] OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

BCN: [REDACTED] Cust says: the fuel filter has a cracked, was driving the veh the fuel is leaking, the veh is at the dlrshp, the veh was bought in [REDACTED]. would like to know also if this is covered under the warranty. As per Dlr, cust says: they will check it [REDACTED] advised: advised that the dlrshp is in the best position to determine if teh issue is going to be covered under the warranty. advised to stay in contact also with teh SM of the dlrshp and I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within 1 business day to assist you

[REDACTED]

OBC to cust: [REDACTED] S left Detailed message including case number, contact information, and the status of case. [REDACTED] requesting a call back from the cust and for the customer to take the veh in for diagnosis to progress the case towards veh repairs. Next steps: Reach back out to cust to FU on if the cust has taken the veh in for diagnosis. [REDACTED] SM was not available Customer Relationship Center – Truck Team [REDACTED] office: [REDACTED]

[REDACTED]

OBC to cust: [REDACTED] wants to obtain information listed below. When it happened: Filter cup is broken dlr stated its not under warranty. When did you last experience this: [REDACTED] cust stated he was driving fuel was pouring out of truck. [REDACTED] told cust that the cust needs to take the veh to the dlr that he purchased. Veh was taken in to dlr Who is the registered owner: Yes When can you take the veh to dlr on [REDACTED] for diagnosis Obtain Mileage: [REDACTED] and [REDACTED] Is the name of your dlr: [REDACTED] Provide the customer the case number. [REDACTED] S tried to give case number to cust however the cust stated that he worked out a resolution with the dlr and the repairs were completed. Next steps: Close case [REDACTED] Customer Relationship Center – Truck Team [REDACTED] office: [REDACTED] Then use resources in KB every time Next steps: Contact SM Contact

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED: [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] NA [REDACTED] COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | Has been to dealer |  
DEALER NAME [REDACTED]  
[REDACTED] CODE [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] SUPER DUTY MILEAGE: 1  
BODY STYLE: [REDACTED] CREWCAB DRW  
LAST NAME [REDACTED]  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY: [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:

CONTACT VIA PHONE [REDACTED]: have problem with the  
veh need to bring back to dr the veh has leak in injector, been to dr last [REDACTED] per dr cust says; n/a crc  
advised: [REDACTED] HEATER WIRE ASSEMBLY - WATER INTRUSION OR CORROSION  
Thank you for reaching out to [REDACTED] with this concern. I will be escalating this case to a  
[REDACTED] Customer Experience Specialist on the escalated Truck support team. They will contact you through your  
preferred/best contact method within 1 business day to assist you. Your case number is [REDACTED]

[REDACTED] Customer Says: customer is calling regarding with the recent case that was escalated and customer wants a  
buyback instead of repair assistance for the vehicle. Per [REDACTED] Customer. Dealer Says: N/A [REDACTED] Advised: advised  
customer to wait for the truck support team will call him within [REDACTED]

\*WEB\*VEHICLE NOT CURRENTLY IN OUR SHOP AND HAS NO REPAIR HISTORY IN OUR SHOP.

[REDACTED] called for CXS [REDACTED] -request BB -payment [REDACTED] and is always in the  
shop -does not have money for a diagnostic fee so will have to take back in -Asked [REDACTED] to call [REDACTED] to see if  
they would waive the diagnostic fee -Reg under: [REDACTED] and [REDACTED] Original Owner -took in  
at [REDACTED] TX SA [REDACTED] did not have a rental car or loaner available - [REDACTED] stated fuel leak and  
[REDACTED] left with the truck - [REDACTED] stated flared up his eyes and sinus - has not seen a doctor - [REDACTED] also stated the  
previous repair on the front end at another dealer did not fix the problem [REDACTED] Conference call to [REDACTED]  
[REDACTED] VM for SA [REDACTED] asking if diagnostic fee could be waived [REDACTED] Conference call to [REDACTED]  
[REDACTED] left VM asking if diagnostic fee could be waived Case Number: [REDACTED]  
[REDACTED] Customer: [REDACTED] N Business Phone: na Home Phone: na Mobile Phone: [REDACTED]  
[REDACTED] LTV Score: Vehicle Purchase Status: Original Owner [REDACTED] Credit Contract Number: na Part  
Number: na Dealer Name: [REDACTED] Dealer P&A: [REDACTED] Dealer phone: [REDACTED]  
Year: [REDACTED] Make: [REDACTED] Model: [REDACTED] SUPER DUTY Mileage: [REDACTED]  
Specification: [REDACTED] V6 I/C DSL Transmission Specification: 6 SP AUTO TRANS ( [REDACTED] )-LG DSL  
Warranty Start Date: [REDACTED] Open Recall/FSA: yes [REDACTED] DOOR LATCH FREEZING CONCERNS  
[REDACTED] HEATER WIRE ASSEMBLY - WATER INTRUSION OR CORROSION [REDACTED]  
[REDACTED] HEATER CORD REPLACEMENT ESP: no Hotline Contact: no Warranty History: no  
[REDACTED] NS: -will send email to CXS [REDACTED] to contact [REDACTED] and review notes -start BB [REDACTED] [REDACTED] Customer  
Experience Specialist | [REDACTED] EXT: [REDACTED]

From: [REDACTED] (C.) Sent: [REDACTED] To: [REDACTED] (T.) Subject:  
[REDACTED] your customer called [REDACTED] and asked for a BB. I started the  
BB. He is asking if you can call the [REDACTED] and ask them to waive the diagnostic fee. I conference called and  
left VM for the SA and SM. Please review the notes and return call to the customer. [REDACTED]

[REDACTED] Customer Relationship Center - Truck Team  
[REDACTED] office: [REDACTED] efax: [REDACTED]

[REDACTED] Contacted dealer [REDACTED] at [REDACTED] Customer requesting to waive diagnostic fee  
to be waived. Unable to reach. Left voicemail. Spoke to [REDACTED] that stated customer has not been to this  
dealership since [REDACTED] Contacted customer  
details. Unable to reach, left voicemail. Follow up on [REDACTED] Customer  
Experience Specialist [REDACTED] Ext [REDACTED] Customer

[REDACTED] called because [REDACTED] waiting on word from [REDACTED] Consult [REDACTED] (C.)  
message for [REDACTED] Consult [REDACTED] [REDACTED] SM no answer From: [REDACTED] (C.)  
Sent: [REDACTED] To: [REDACTED]

(T.) Subject: [REDACTED] Mr. [REDACTED] I am sending this email for you to attach your  
records for your [REDACTED] Customer Experience Specialist [REDACTED] Her contact is: [REDACTED] Ext: [REDACTED] email  
[REDACTED] [REDACTED] Customer Relationship Center - Truck Team  
[REDACTED] office: [REDACTED] efax: [REDACTED]

[REDACTED] from SM at [REDACTED] on number [REDACTED] SM states that VEH  
never been there, it must be the [REDACTED] in [REDACTED] [REDACTED] Customer Relationship  
Center - Truck Team [REDACTED] office: [REDACTED] efax: [REDACTED]  
[REDACTED] central - [REDACTED] central M-F

\* [REDACTED] Customer is secondary owner and veh IS NOT CPO [REDACTED] is secondary owner; please obtain the following  
info to review for [REDACTED] -State veh was purchased -Date veh was purchased -State veh is registered -Mileage  
at time of purchase -Was veh purchased from a dealer, if so what dealer. -Verify Current Mileage Once  
requested information is received, please open a new milestone and send back to review team for [REDACTED]  
review. [REDACTED] [REDACTED] Buyback Review Team | FCSD

██████████ Contacted dealer at ██████████ Spoke to ██████████ service advisor regarding repair. Dealer stated vehicle since ██████████ and it has not been diagnosed or looked at just yet. Follow up on ██████████ with dealer regarding repair. Contacted customer ██████████ to request information. Unable to reach or leave voicemail. Emailed customer requesting additional information required for buyback. -State veh was purchased -Date veh was purchased -Mileage at time of purchase -Was veh purchased from a dealer, if so what dealer. -Verify Current Mileage Hi ██████████ The buyback for your vehicle is currently being viewed with our Required Vehicle team for your ██████████

However, to assist with the buyback additional information is required. Please provide the listed information for further assistance with the buyback. Also, I have reached out to the dealership regarding the status of the repair. ██████████ stated the vehicle has not been seen just yet. I will follow up on ██████████ with the dealer regarding the vehicle. -State veh was purchased -Date veh was purchased -State veh is registered -Mileage at time of purchase -Was veh purchased from a dealer, if so what dealer. -Verify Current Mileage Thank you, ██████████ Customer Experience Specialist ██████████

IBC FROM ██████████ S for ██████████ --- CXS ██████████ spoke with ██████████ would like update on Buyback request --- ██████████ would like a call back from CXS ██████████ can be contacted anytime during the day ██████████ @ ██████████ Customer Experience Specialist | ██████████ & ██████████

Buyback Notes Purchasing ██████████ TX Registered ██████████ TX Registered Owner- Purchasing Dealership- ██████████ Mileage at Purchase- 27 Current Mileage- ██████████ @ ██████████ Customer Experience Specialist | ██████████ & ██████████

\*WEB\*Vehicle needs high pressure supply tube assembly and upper intake gaskets... customer pay estimate \$1176.00

██████████ Contacted customer ██████████ ██████████ to reach, left voicemail requesting additional information to assist with buyback. -State veh was purchased -Date veh was purchased -State veh is registered -Mileage at time of purchase -Was veh purchased from a dealer, if so what dealer. -Verify Current Mileage Follow up on ██████████ with customer, ██████████ Customer Experience Specialist ██████████

██████████ Resubmitted milestone for buyback with additional information. Purchasing ██████████ Registered ██████████ TX Registered Owner- Purchasing Dealership- Mileage at Purchase- 27 Current Mileage- ██████████ Contacted dealer at ██████████ regarding vehicle status. Spoke to ██████████ and stated the vehicle was at a ██████████ and referred to contact service advisor ██████████ for any additional assistance. Dealer stated vehicle needs high pressure supply tube assembly and upper intake gaskets... customer pay estimate ██████████ at retail No warranty on vehicle and not a warrantable repair. Contacted customer at ██████████ regarding status of vehicle. Left voicemail. Follow up on ██████████ with customer, ██████████ Customer Experience Specialist ██████████

Customer says: He would like to be transfer to this ██████████ of and he doesn't find the case in reference of his calling. As per customer, dealer says: n/a ██████████ advise: Inform customer that as per checking in our end this case was still open and it was already escalated to the customer experience specialist from the escalated ford truck for further assistance. We offered that we will notify the case handler in regards with his request of call back for ██████████ in regards with this case and inform that the follow up schedule would be this ██████████ while explaining things to the customer he hung up. No further action taken.

██████████ Contacted dealer at ██████████ at ██████████ regarding vehicle status. Spoke to ██████████ stated high pressure supply assembly no physical damage by customer it s by wear and tear. Parts must be ordered for customer and will have part on ██████████ and not a warrantable pair and it would not have been covered under diesel warranty. ██████████ Customer Experience Specialist ██████████

██████████ Case Number : ██████████ Customer : ██████████ N Business Phone : N/A Home Phone : N/A Mobile Phone : ██████████ LTV Score : N/S Vehicle Purchase Status : Original Ownr ██████████ Credit Contract Number : N/A Part Number : N/A Dealer Name : ██████████ Dealer P&A : ██████████ Dealer phone : ██████████ VIN : ██████████ Year : ██████████ Make : ██████████ Model : F-SERIES SUPER DUTY Mileage : T Engine Specification : ██████████ vs T/C DSL Transmission Specification : ██████████ AUTO TRANS ( ██████████ ) -LG DSL Warranty Start Date : ██████████ Open Recall/FSA : : ██████████ DOOR LATCH FREEZING CONCERNS18S45 ██████████ BLOCK HEATER WIRE ASSEMBLY - WATER INTRUSION OR CORROSION ██████████ BLOCK HEATER CORD REPLACEMENT ESP : N/A Hotline Contact : N/A Warranty History : N/A ██████████ Customer Experience Specialist ██████████

██████████ Contacted customer ██████████ ██████████ inform customer not able to assist with repair assistance due to repair is not a warrantable repair. Customer stated stayed in shop for ██████████ and motor has ██████████ Next step, awaiting for buyback resolution. Follow up on ██████████ with customer regarding buyback, ██████████ Customer Experience Specialist ██████████

After review: veh does not meet state guidelines for buyback/replacement criteria for TX. Repairs were done outside of presumption. Talking Points: ██████████ -Review note in milestone -Non-Warrantable repair - Focus on getting veh repaired ██████████ @ ██████████ Buyback Review Team | FCSD

██████████ 6 Inbound call from ██████████ on behalf of ██████████ Credit inquiring about details for customer repair and buyback. Next step, to contact customer ██████████ regarding buyback denial ██████████ Customer Experience Specialist ██████████

██████████ Contacted customer ██████████ ██████████ to inform of buyback denial Customer stated the truck has a new motor on it and has on it and stated it only has ██████████ on new motor. Stated ██████████ a new motor was put in truck with ██████████ and stated new motor was put under old warranty and that he truck to nearest dealership. The truck is still in shop at ██████████ Next step contact Contact ██████████ Irving at ██████████ to see what warranty was issued Follow up on ██████████ with customer regarding warranty for motor that was installed by ██████████ dealership. ██████████ Customer Experience Specialist ██████████

██████████ Contacted ██████████ Irving at ██████████ to see what warranty for motor was issued. Left voicemail, unable to reach regarding new motor warranty. Follow up on ██████████ with ██████████ dealer regarding motor that was put in ██████████ Customer Experience Specialist ██████████

██████████ Contacted ██████████ d to Irving at ██████████ Unable to reach left voicemail for ██████████ and ██████████ inquiring about warranty details for motor for customer. Also, sent portal message. Next step, follow up with customer regarding contacting ██████████ dealership. ██████████ Customer Experience Specialist ██████████

Case Number : [REDACTED] Customer : [REDACTED] Phone : [REDACTED]  
Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 40 Vehicle Purchase Status : secondary owner  
Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : [REDACTED] P&A : [REDACTED] Dealer  
phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : [REDACTED] SUPER  
DUTY Mileage : 1 Engine Specification : [REDACTED] V8 17C DSL Transmission Specification : 6 SP AUTO  
TRANS ( [REDACTED] ) -LG DSL Warranty Start Date : [REDACTED] Open Recall/FSA : ESP : [REDACTED] Hotline Contact :  
Warranty History : [REDACTED] Customer Experience Specialist [REDACTED]

Cust Says - Have a claim concerning my veh at the shop - [REDACTED] Per cust, dealer says - [REDACTED] Crc  
advised - Scheduled Follow Up Call By [REDACTED]

[REDACTED] \* [REDACTED] Unable to assist the customer with any repairs for assistance and buyback was  
denied to outside presumption timeframe and non warrantable repair and no warranty repair history.  
Reviewed [REDACTED] with Supervisor for further assistance. The customer purchased vehicle from  
[REDACTED] where the motor was replaced [REDACTED]. However, the vehicle had to be towed to  
the nearest dealership [REDACTED] where the truck has been torn down and is currently at [REDACTED]  
for [REDACTED] due to a fuel leak with [REDACTED] and [REDACTED] does not want to do repair at  
warranty time/prices. Unable to assist the customer with any repairs for assistance. Attempted to contact  
the original dealership [REDACTED] by phone and portal to inquire about the motor warranty.

[REDACTED] Customer Experience Specialist [REDACTED]  
[REDACTED] Customer Experience Specialist [REDACTED]  
[REDACTED] \* [REDACTED] Contacted [REDACTED] Irving at [REDACTED] to reach, left  
voicemail for [REDACTED] inquiring about warranty on motor. Next step, follow up with customer regarding  
case. [REDACTED] Customer Experience Specialist [REDACTED]

[REDACTED] \* [REDACTED] Contacted [REDACTED] Irving at [REDACTED] to reach anyone.  
Next step, continue to reach [REDACTED] dealer for further assistance with motor and repair. [REDACTED]  
[REDACTED] Customer Experience Specialist [REDACTED]

Cust says: cust wants to followup on this case [REDACTED], until now i haven't heard anything about this  
case, wants to speak with the case handler. Per cust [REDACTED] says: [REDACTED] advised: Advised the cust that i  
will add a note here under this case informing the handler about his call.

[REDACTED] \* [REDACTED] Contacted [REDACTED] Irving at [REDACTED] message for call back  
regarding details of motor warranty and to see if original dealership can assist customer due to vehicle is  
torn down at [REDACTED] contact information for further assistance. Next step, contact customer  
once details of motor warranty is received and to see if dealer can assist customer with repair from [REDACTED]  
[REDACTED] Customer Experience Specialist [REDACTED]

[REDACTED] \* [REDACTED] Contacted [REDACTED] at [REDACTED] inquire about details of repair  
of motor and motor warranty that was replaced [REDACTED]. Spoke to [REDACTED] parts manager [REDACTED] number  
[REDACTED] has extra [REDACTED] at the end. Stated vehicle last at dealer [REDACTED] and [REDACTED] for [REDACTED] changes on  
vehicle and does not show any motor being replaced. Also, stated a refund of warranty was issued. Stated  
a short block but not a complete assembly under warranty and was put in [REDACTED] over 1 year ago and it  
was replaced under warranty. Mileage of 58, Engine is running fine, but fuel issue is a separate issue. [REDACTED]  
visit [REDACTED] for check engine light no light and no symptoms. Parts manager will have service manager to  
contact me directly regarding previous repair for short block. Next step, awaiting for dealer contact  
[REDACTED] Customer Experience Specialist [REDACTED]

[REDACTED] \* [REDACTED] Contacted customer [REDACTED] still awaiting to speak to service manager of [REDACTED]  
[REDACTED] for further review of previous repair and to see if [REDACTED] be any assistance with repair. Customer  
stated he was not offered a loaner vehicle from dealership, informed to customer that is up to dealership if  
they want to provide a loaner vehicle. Next step, contact [REDACTED] regarding previous  
repairs. Follow up on [REDACTED] with customer and [REDACTED] regarding previous repair of  
motor. [REDACTED] Customer Experience Specialist [REDACTED]

CUST SAYS: i want to speak to my case handler. PER CUST [REDACTED] SAYS: [REDACTED] ADVISE: informed the cust  
abt the scheduled callback [REDACTED] and that the case handler isn't available at this time, so best to wait for  
the call back. [REDACTED]

[REDACTED] \* [REDACTED] Contacted West Wa [REDACTED] Irving at [REDACTED] Unable to reach, left voicemail for [REDACTED]  
[REDACTED] for any assistance with customer on previous repairs. Next step to contact customer to inform i  
have reached out to all available resources -and original dealer [REDACTED] for assistance with repair.  
There are not any available programs to assist and previous dealer stated motor was replaced over 1 year  
ago under warranty [REDACTED] Customer Experience Specialist [REDACTED]

[REDACTED] dealer calling to speak with cxs [REDACTED] email sent to cxs [REDACTED]  
motor Company @ [REDACTED] Customer Experience Specialist, [REDACTED] CX Team [REDACTED]  
[REDACTED] office: [REDACTED] ext. [REDACTED]

[REDACTED] \* [REDACTED] Safety [REDACTED] Contacted [REDACTED] at [REDACTED] Unable to reach, left voicemail  
for [REDACTED] for any assistance with current repair of fuel leak due [REDACTED] Spoke to [REDACTED] of [REDACTED]  
regarding any other options for repair. There are not any other options for customer and repair will be his  
responsibility to cover. Next step to contact customer to inform i have reached out to all available resources  
-and original dealer [REDACTED] for assistance with repair. There are not any available programs to assist  
and previous dealer stated motor was replaced [REDACTED] under warranty [REDACTED] Follow up  
with customer on [REDACTED] to inform no other options are available and he will be responsible for repair.  
[REDACTED] Customer Experience Specialist [REDACTED]

CUST SAYS: Cust called in before but disconnected and need to speak to [REDACTED] since she don't  
have the case number and his car has been at the shop for [REDACTED] and he is expecting to give him a  
call because he need his vehicle out of the shop since he keep on still waiting PER CUST, [REDACTED] SAYS:  
[REDACTED] ADVISE: Advised cust that his case is still in progress and taken care by the Customer Experience  
Specialist Provided [REDACTED] Transferred to [REDACTED]

[REDACTED] \* [REDACTED] Inbound call from customer [REDACTED] regarding status of repair  
assistance, informed customer [REDACTED] has been contacted and was informed there are not any  
options available for customer and he will be responsible for cost of repair. Customer disagreed and  
disconnected call. There are not any available programs to assist customer and he is a subsequent owner  
and previous dealer confirmed motor was replaced over 1 year ago under warranty and his fuel leak and  
motor are [REDACTED] Customer Experience Specialist [REDACTED]

[REDACTED] from [REDACTED] RE: [REDACTED] from [REDACTED] asking for Status of CASE, [REDACTED] Not the same  
VIN number or vehicle for his call. [REDACTED] contact information [REDACTED]



CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED: [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] COMMUNICATION: Phone  
CASE CLASS LV [REDACTED]: Vehicle Concern | FIN Assist Request | CLP / [REDACTED] Loyalty Criteria | Has been to Dealer  
DEALER NAME [REDACTED]  
[REDACTED] CODE [REDACTED] DLR SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB DRW  
LAST NAME [REDACTED] MIDDLE: [REDACTED] S | [REDACTED] D |  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] PA | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME: # [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:

[REDACTED] CONTACT VIA: Mobile Phone no: [REDACTED] Customer says: I called in regards to my [REDACTED]. Major Issue in the truck is the factory fuel housing is leaking and it has to be replaced. Tailgate is still damage still fall off from the truck. Sunroof is clunking. Puck system oem put on the truck also fallen out on the bottom on the truck. Dealer said none of my ESPs can covered the issue. [REDACTED] will not covered the towing. As per cust's dealer says: [REDACTED] advised: Thank you for reaching out to [REDACTED] with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated truck support team. They will contact you through your preferred/best contact method within [REDACTED] to assist you. Your case number is [REDACTED]

[REDACTED] CONTACT VIA: Mobile Phone no: [REDACTED] In case customer unable to answer the call, please leave name message and callback number [REDACTED]

[REDACTED] SA - [REDACTED] at lunch - [REDACTED] give her a message to call me back asap. Need to know if bought at this dealer. Current Mileage: [REDACTED] is vehicle there. No prior FA assist per [REDACTED] Case Number: [REDACTED]  
[REDACTED] Customer: [REDACTED] Phone: Home Phone: [REDACTED] Mobile Phone: [REDACTED]  
[REDACTED] LTV Score: [REDACTED] Vehicle Purchase Status: [REDACTED] Credit Contract Number: [REDACTED] Part Number: Dealer  
Name [REDACTED] Dealer P&A: [REDACTED] Dealer phone: [REDACTED] VIN: [REDACTED]  
Year: [REDACTED] Make: [REDACTED] Model: [REDACTED] SUPER DUTY Mileage: [REDACTED]  
Engine Specification: [REDACTED] HPCR V8 T/C DSL Transmission Specification: [REDACTED] AUTO TRANS ( [REDACTED] )  
LG DSL Warranty Start Date: [REDACTED] Open Recall/FSA: [REDACTED] ESP: Hotline Contact: Warranty History: [REDACTED]  
[REDACTED] Customer Experience Specialist [REDACTED] Team [REDACTED] | [REDACTED]  
office: [REDACTED] ext. [REDACTED] Hours: [REDACTED]

[REDACTED] Cust vmail only - left clear detail to call or email me for info on the issue. Where is vehicle [REDACTED]  
Customer Experience Specialist [REDACTED] Team [REDACTED] | [REDACTED] office: [REDACTED]  
ext. [REDACTED] Hours: [REDACTED]

[REDACTED] Inbound call from customer returning call from [REDACTED] [REDACTED] overheard the conversation and stated will call customer.

[REDACTED] Cust has the vehicle at the dealer for [REDACTED] Bought new at [REDACTED] in [REDACTED] Mileage at [REDACTED] had it towed to dealer. Sent photo to dealer of issue. Filter housing broke - [REDACTED] to repair. Has Premium svc but was told not able to help? states was told warranty covered all of these parts also has tail gate issue/falls off - was told not covered. Family has bought 4 [REDACTED] vehicles in past. Wants towing covered etc. No loaner was available - told rental not covered. States losing money [REDACTED] now. Prefers a phone call not email

[REDACTED] CM - still busy with a customer. Please call me with details on vehicle issues

[REDACTED] Dealer phone: [REDACTED] Repairs were made under the warranty and cust picked up the vehicle [REDACTED] paid for towing [REDACTED] SM stated the customer broke the filter line himself but they replaced anyway. Will follow up with cust. [REDACTED]  
Customer Experience Specialist [REDACTED] Team [REDACTED] | [REDACTED] office: [REDACTED]  
ext. [REDACTED] Hours: [REDACTED]

[REDACTED] says [REDACTED] w/b back [REDACTED] FYI, Dealer is being reimbursed not client. [REDACTED]  
Customer Experience Specialist [REDACTED] Team [REDACTED] | [REDACTED]  
office: [REDACTED] ext. [REDACTED] Hours: [REDACTED]

[REDACTED] Dealer must have created a separate case number for [REDACTED] can close case

[REDACTED] from [REDACTED] wants to talk to his [REDACTED] about some problems about his truck. [REDACTED] ®  
Customer Experience Specialist - Truck Team [REDACTED] | [REDACTED] office: [REDACTED]  
ext. [REDACTED]

[REDACTED] Truck team [REDACTED] cust called upset with [REDACTED] he does not know why his case was closed, his issue has not been resolved. I told him that i will email his cxs agent as well as notate in the case that he called so his agent can call asap [REDACTED] ®  
Customer Experience Specialist [REDACTED] | [REDACTED] Office: [REDACTED] ext. [REDACTED] y - [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] NA CRC COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria

DEALER NAME: [REDACTED]  
[REDACTED] CODE: [REDACTED] [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] NAME [REDACTED]: [REDACTED] Y | [REDACTED] | E  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] - | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]

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

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

COMMENTS:

[REDACTED] CONTACT VIA: [REDACTED] CUST SAYS: Get contacted [REDACTED] from the office. From the case number CAS-[REDACTED] He thought it was from a warranty who is offering a service. He told the person stop calling and refusing for assistance. Please check the case number. Asking financial assistance for the repair cost and rental. PER CUST, [REDACTED] SAYS: NA CRC ADVISED: Informed the customer the case is already closed. Someone called him. Thank you for reaching out to [REDACTED] with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [REDACTED]

[REDACTED] Outbound call to customer at [REDACTED] to discuss vehicle concern. Customer stated he will be returning to dealer [REDACTED] for diesel exhaust concern, call dropped. Outbound call to customer at [REDACTED] left voicemail message. [REDACTED] Customer Experience Specialist, [REDACTED] ext. [REDACTED] Work hours [REDACTED] through [REDACTED]

[REDACTED] Outbound call to customer to verify current dealer name. Forward customer case number, my contact information and hours of operation. Customer will forward copy of rental invoice.

[REDACTED] Advised customer to allow [REDACTED] hours for follow-up.

[REDACTED] Outbound call to dealer, spoke with Assistant [REDACTED] confirmed service appointment for [REDACTED] to perform check engine light diagnosis. [REDACTED] is probably the assigned service advisor since he assisted customer.

[REDACTED] FYI customer has scheduled service appointment for [REDACTED]

[REDACTED] Outbound call to customer, regarding portal message from dealer that he declined service appointment. Customer stated he didn't decline service appointment. He confirmed appointment setup for [REDACTED] for the exhaust concern. Also, attached rental invoice to case.

[REDACTED] Outbound call to [REDACTED] spoke with [REDACTED] stated customer's first visit on [REDACTED] - [REDACTED] for recall RO [REDACTED] at [REDACTED] fuel leak due to cracked fuel filter, and intermittent engine light, which will crack in freezing weather and not having regular scheduled maintenance. Customer declined diagnosis for engine light. [REDACTED] opened [REDACTED] and customer currently in loaner vehicle. [REDACTED] stated customer will be required to pay diagnostic fee if not a warrantable repair or a workmanship issue. Will follow-up [REDACTED] for update status.

[REDACTED] Case Number : [REDACTED] Customer : [REDACTED] Phone : [REDACTED]  
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 86 Vehicle Purchase Status : Original Owner  
Credit Contract Number : N/A Part Number : N/A Dealer Name : [REDACTED] Dealer P&A : [REDACTED] Dealer  
phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : [REDACTED] SUPER  
DUTY Mileage : [REDACTED] Engine Specification : [REDACTED] v8 T/C DSL Transmission Specification : [REDACTED]  
Warranty Start Date : [REDACTED] Open Recall/FSA: [REDACTED] P : [REDACTED] Hotline Contact : N/A  
Warranty History : [REDACTED]

[REDACTED] Outbound call to dealer, left voicemail message for [REDACTED] to contact me. Thank you, [REDACTED]  
[REDACTED] Customer Experience Specialist [REDACTED] ext. [REDACTED] Hours of operation [REDACTED]

[REDACTED] [REDACTED], available until [REDACTED] calling with update concerns, callback ph [REDACTED]  
NS: email Agent [REDACTED] request call SM [REDACTED] Customer Experience Specialist, [REDACTED]  
Team [REDACTED] office: [REDACTED] efax [REDACTED]

[REDACTED] Sent portal message

[REDACTED] Sent dealer contact for assistance.

[REDACTED] [REDACTED] ext. [REDACTED] [REDACTED] from dealership called asking to speak to the CXS about customer sent email.

[REDACTED] Outbound call to dealer, spoke with [REDACTED] stated customer paid diagnostic fee for bad Knock Sensor which is the the check engine light concern at [REDACTED] Customer claims it was the DEF (fluid must change periodically), not the diagnosis. Dealer recommended air filter and Regen (re-calibrating the motor) which is maintenance. Forward copy of the Enterprise invoice at [REDACTED]

[REDACTED] Customer declined the dealerships recommendation to change the air filter and regen.

[REDACTED] Outbound call to customer, left voicemail message for customer to contact me. Thank you, [REDACTED]  
[REDACTED] Customer Experience Specialist [REDACTED] ext. [REDACTED] Hours of operation [REDACTED]

[REDACTED] cus says: cus is calling in to make a follow up with the case, cus said, he's still waiting for a call back. as per cus dlr says: n/a crc adv: adv cus that case is still being worked on. adv cus of scheduled follow up on [REDACTED] adv i'll document he called in regarding this concern.

[REDACTED] [REDACTED] to [REDACTED] and spoke to [REDACTED] [REDACTED] was advised by [REDACTED] [REDACTED] mutual customer has the rental for more days than needed. According to [REDACTED] [REDACTED] this customer is scammer and isnt a honest customer. Mutual customer does not take care of his car and than complains that customer vehicle isnt working properly. [REDACTED] was advised by [REDACTED] no other cases needed assistance at this time. [REDACTED] Dealer Experience Specialist, [REDACTED] Team  
[REDACTED] office: [REDACTED] efax: [REDACTED]

[REDACTED] SUBJECT-B GCCT

[REDACTED] Dealer is calling to speak with agent. sent an email to cxs [REDACTED] Customer Experience Specialist. [REDACTED] Team [REDACTED] office: [REDACTED]

[REDACTED]  
Outbound call to [REDACTED] returning his call, regarding approval code ([REDACTED]).  
Service manager confirmed access to claim.

[REDACTED]  
Outbound call to customer, left voicemail message to follow-up with [REDACTED] [REDACTED] regarding check in [REDACTED].

CASE ATTACHMENTS:

[REDACTED]

[REDACTED]

[REDACTED]

[Rental Invoice.pdf](#)



E CIRCLE DR STE

Rental Agreement #:

Bill Ref #:

Invoice Date:

Account #:

**BILL TO**

**RENTAL INFORMATION**

Date/Time Out Date/Time In

Renter

**RENTAL VEHICLES**

| Color | License | Model | Unit | Miles/Kms<br>Out In |
|-------|---------|-------|------|---------------------|
| BLACK |         |       |      |                     |

VIN:

**CLAIM INFORMATION**

Claim# / PO# / RO# Insured

Date of Loss Type of Loss Type of Vehicle

Repair Shop

**BILLING DETAIL**

| Description     | Qty/Per | Rate | Amount |
|-----------------|---------|------|--------|
| TIME & DISTANCE |         |      |        |
| DAMAGE WAIVER   |         |      |        |

Subtotal

CAR RENTAL SALES TAX

PCT

SALES TAX

PCT

**Total Charges (USD)**

**PAYMENTS**

Payment Visa

**Total Payments (USD)**

**Amount Due (**

Individual line item charges such as rental rates, by time and distance, percentage-based charges (e.g., sales taxes and fees or surcharges), and charges divided between multiple parties may be rounded up or down a whole cent to ensure that the charges equal the actual Total Amount Due and/or to avoid fractional cents.

**For Billing Inquiries / Payment Terms :**

Tel#:

Payment Due within days of invoice date

Late payments are subject to a finance charge.

Thank You For Choosing Enterprise

Please Return This Portion With Remittance

Amount Due (

Remit To :

Paid By:

Fed Tax Id:

Account #

Rental Agreement

Amount

GPBR

SUBJECT-B GCCT

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN: [REDACTED] CLOSED: [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] NA CRC COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria

DEALER NAME [REDACTED]  
[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]  
BODY STYLE: [REDACTED] SRW  
LAST NAME [REDACTED] NAME [REDACTED]  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]

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

ANALYST NAME: # [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

Contact via [REDACTED] CUST SAYS: -customer calls in saying that he took his vehicle at the dealership due to there's a leak. As per customer he lost [REDACTED] the [REDACTED]. As per customer dealership informed him that it would take [REDACTED] for the repair. Customer is looking for a rental vehicle while it is being fix. [REDACTED] SAYS: -n/a CRC ADVISED: -Thank you for reaching out to [REDACTED] Company with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within [REDACTED] to assist you. Your case number is [REDACTED] customer on the open recall which is [REDACTED] [REDACTED]  
BLOCK HEATER WIRE ASSEMBLY - WATER INTRUSION OR CORROSION

[REDACTED]

[REDACTED] to [REDACTED] Spoke with [REDACTED] and he stated customer vehicle is at the dealership. Fuel filters and battery service will be repaired. Customer repair will be available on [REDACTED] for pick up. [REDACTED] Customer Experience Specialist [REDACTED] Ext. [REDACTED]

[REDACTED]

\*WEB\*FUEL FILTER LEAKING. MAINTENANCE REPAIR DONE BY TOMORROW MORNING

[REDACTED]

[REDACTED] to CUST: Spoke with customer and updated the vehicle status. Customer was driving and asked to call back he was driving. [REDACTED] Customer Experience Specialist [REDACTED] Ext. [REDACTED]

[REDACTED]

[REDACTED] C to [REDACTED] Spoke with [REDACTED] and he stated the vehicle was repaired on [REDACTED]. Fuel Filters and battery service was done. The RO was closed and he didn't have time to provide a new one to provide refund back to customer. I will send a portal message to [REDACTED] Customer Experience Specialist [REDACTED] Ext. [REDACTED] eFax: [REDACTED]

[REDACTED]

[REDACTED] C to Cust: Customer stated the repair was done and he feels the dealership lied to him regarding the repair. He wants to pursue further action regarding this matter. I advised he will be refunded for the repair by the dealership. I will escalate an email to SD to provided info for FA. Customer was happy he is being refunded back the money that was spent on the repair. [REDACTED] Customer Experience Specialist [REDACTED] Ext. [REDACTED] eFax: [REDACTED]

[REDACTED]

\*WEB\*We are still waiting got the approval code

[REDACTED]

[REDACTED] C to [REDACTED] Operator stated accounting was done for the day [REDACTED] Customer Experience Specialist [REDACTED] Ext. [REDACTED] eFax: [REDACTED]

[REDACTED]

OBc to [REDACTED] LVM for accounting to return my call regarding customer refund check being mailed. [REDACTED] Customer Experience Specialist [REDACTED] Ext. [REDACTED] eFax: [REDACTED]

[REDACTED]

[REDACTED] C to [REDACTED] Spoke with SM [REDACTED] and he stated the WA is out until [REDACTED]. Email the information to him on the customer to send to [REDACTED] for an update on the status. [REDACTED] Customer Experience Specialist [REDACTED] Ext. [REDACTED] eFax: [REDACTED]

[REDACTED]

[REDACTED] C to [REDACTED] A is unavailable for update on the status of check [REDACTED] Customer Experience Specialist [REDACTED] Ext. [REDACTED] eFax: [REDACTED]

[REDACTED]

[REDACTED] to CUST: Unable to LVM. Have customer received the check from the dealership? [REDACTED] Customer Experience Specialist [REDACTED] Ext. [REDACTED] eFax: [REDACTED]

[REDACTED]

[REDACTED] to [REDACTED] advised he will talk with WA regarding the customer's refund check. SM will contact me back with the status. [REDACTED] Customer Experience Specialist [REDACTED] Ext. [REDACTED] eFax: [REDACTED]

[REDACTED]

[REDACTED] C to [REDACTED] LVM for [REDACTED] to return my call regarding the customer's refund check status [REDACTED] Customer Experience Specialist [REDACTED] Ext. [REDACTED] eFax: [REDACTED]

[REDACTED]

[REDACTED] to CUST: Customer still haven't received the check from the dealership. Will follow up after the holidays [REDACTED] Customer Experience Specialist [REDACTED] Ext. [REDACTED] eFax: [REDACTED]

[REDACTED]

[REDACTED] Dealer Representative states the check is completely ready for pickup. [REDACTED] NEXT STEPS: [REDACTED] Customer Experience Specialist Phone: [REDACTED] ext. [REDACTED] Email: [REDACTED]

[REDACTED]

[REDACTED] to CUST: Updated the customer the check is available for pick up at the dealership. Customer stated he will pick up the check on [REDACTED] Customer Experience Specialist [REDACTED] Ext. [REDACTED]

[REDACTED]

[REDACTED] to CUST: Customer stated he picked up the check from the dealership. Customer is seeking legal counsel due to the dealership providing him inaccurate information regarding the repair. Advised the customer I'm unable to assist with the lawyer and I will be happy to assist in the future if asst. needed for the vehicle. Resolve the case [REDACTED] Customer Experience Specialist [REDACTED] Ext. [REDACTED] eFax: [REDACTED]



CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]  
OPEN [REDACTED] CLOSED [REDACTED]  
RESPONSE TEAM: Social Media NA CRC  
CASE CLASS [REDACTED]: Feedback | Dealer | Negative - Service |  
DEALER NAME [REDACTED] Inc  
PA CODE [REDACTED] SALES CODE: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED]  
BODY STYLE:  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] | [REDACTED]  
ADDRESS: PO [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] E | WY | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | UNKNOWN  
ANALYST NAME: [REDACTED]  
COMMENTS:  
[REDACTED]

STATUS: Information Provided  
BUSINESS UNIT NAME [REDACTED]  
COMMUNICATION: Social Media

REGION: [REDACTED]: [REDACTED]  
MODEL: [REDACTED] MILEAGE: [REDACTED]

OPEN ANALYST NAME [REDACTED]

CUST I was hoping to give you some feed back on a bad experience with [REDACTED] service on my [REDACTED] diesel. The scheduled service was [REDACTED] for oil change and fuel filter replacement. VIN [REDACTED] I am not a mechanic, so please forgive my ignorance about the fuel system, but the filter assembly was not tightened properly, during the original appointment, causing my pickup to start very hard and leak diesel fuel all over my driveway. I returned to [REDACTED] the following day when they fit me in to fix the problem. [REDACTED] While I was there, I asked an associate up near the sales offices to please have a manager contact me about the experience. I described the events in great detail. She assured me that she would pass the message and my request to a manager the following [REDACTED].... I never received a call back from a manager like I requested. [REDACTED] About a week or two later, I received a follow up call asking if I was satisfied with my recent vehicle service. The gal that made the call had no idea that I had requested a manager call me and I again went into great detail about my experience and again asked for a manager to please call me. She assured me she would pass along the message.... again no call back from a manager.... haven't heard from them since. [REDACTED] say I'm a little disappointed would be a bit of an understatement. I would very likely be fired from my job, if I treated a customer similarly. After covering with cat litter to try and soak up the dang mess Unfortunately diesel fuel does not evaporate like gasoline does. [REDACTED] Good afternoon. I appreciate you taking the time to share this experience with us. What I would like to do for you [REDACTED] is create a feedback case that will be forwarded to the dealership. In order to do so, could you please provide your full name, zip code, best method of contact, and the location of the dealership? CUST [REDACTED] My phone number [REDACTED] Thank you for providing [REDACTED] Motor Company with your comments; your opinions are valuable to us. Your information will be forwarded to the Service Manager at the dealership for their review. CUST Thank you... but I'm not holding my breath that he or she will call.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]  
OPEN [REDACTED] CLOSED [REDACTED]  
RESPONSE TEAM: US [REDACTED] NA CRC  
CASE [REDACTED]: Vehicle Concern | Parts Issue | General/Other |  
DEALER NAME: [REDACTED]  
PA CODE: [REDACTED] DLR SALES CODE [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED]  
BODY STYLE: [REDACTED] REG CAB SRW  
LAST NAME [REDACTED] NAME MIDDLE: GREENE | LEONARD |  
ADDRESS [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] D | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | UNKNOWN  
ANALYST NAME: # [REDACTED]  
COMMENTS:

STATUS: Resolved  
BUSINESS UNIT NAME [REDACTED]  
COMMUNICATION: Ph [REDACTED]  
REGION: [REDACTED]  
MODEL: [REDACTED] SUPER DUTY MILEAGE: [REDACTED]

[REDACTED] 0 fuel filter pressure warning. [REDACTED] Cust is having issues with the filter cust has [REDACTED] and cust ven is at the dealership and is having pressure warning system issues, cust state that he is not sure why he is pushed to the esp and not btb let cust know he is under btb cust got a call from the dealer and i let cust know i will reach back out to him. will do a follow up [REDACTED] Company @ Customer Relationship Center - [REDACTED] Office: [REDACTED] > efax: [REDACTED]

[REDACTED] Case Number : [REDACTED] Customer : [REDACTED]  
[REDACTED] Business Ph : [REDACTED] Home Ph : [REDACTED] Mobile Ph : [REDACTED] LTV Score : 91 Vehicle  
Purchase Status : Original Owner Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : [REDACTED]  
[REDACTED] Dealer P&A : [REDACTED] Dealer ph : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED]  
Model : [REDACTED] SUPER DUTY Mileage : [REDACTED] Engine Specification : [REDACTED] V8 /C DSL  
Transmission Specification : [REDACTED] AUTO TRANS ( [REDACTED] LG DSL Warranty Start Date : [REDACTED] Open  
Recall/FSA : n/a ESP : n/a Hotline Contact : n/a Warranty History : n/a

----- NOTES ----- [REDACTED] is changing FU from [REDACTED] to [REDACTED] as stated in case notes. [REDACTED] will be calling dealer on [REDACTED] to get vehicle updates. [REDACTED] @ Customer Relationship Center - [REDACTED] Office: [REDACTED] > efax: [REDACTED]

[REDACTED] \*\*\*\*\*CUSTOMER\*\*\*\*\*  
[REDACTED] Called customer to get an update on work on the vehicle cust did not answer the call let message will do fu on [REDACTED] @ Customer Relationship Office: [REDACTED] > efax: <enter your fax number [REDACTED]

[REDACTED] Called and spoke to the service adviser and he stated he is on the other line with [REDACTED] and call back in [REDACTED] @ Customer Relationship Center - [REDACTED] Office: [REDACTED] > efax: [REDACTED]

[REDACTED] from cust. Cust stated that he went to pick the truck up and paid for the filters. The vehicle is leaking diesel fuel and the dlr wont tow the vehicle until [REDACTED] and they do not have loaners. I advised that he should call roadside so they can pick up the vehicle. He asked about getting a loaner but his dlr does not have loaners available. I asked if he had any rental companies near him but he said he did not. I advised that I would let [REDACTED] know to get in touch with him as soon as possible. [REDACTED] @ Customer Relationship Center - [REDACTED] Office: [REDACTED]

[REDACTED] ext [REDACTED] from cust cust called 2x already! Please call asap! [REDACTED] @ Customer Relationship Office: [REDACTED] e-fax: [REDACTED]

[REDACTED] \*\*\*\*\*CUSTOMER\*\*\*\*\*  
[REDACTED] Called customer to see if his vehicle was repaired and happy, customer stated he got his vehicle and when he got down the road the fuel filter started leaking, customer does not have a loaner nor rental, let customer know I do not work weekend but will ask [REDACTED] of my co-workers to see if she can call the dealership due to her working weekends and asked was it okay to pass information over he agreed. Will do my follow up on [REDACTED] @ Customer Relationship Center - [REDACTED] Office: [REDACTED] >

[REDACTED] \*\*\*\*\*CUSTOMER\*\*\*\*\* OBE TO [REDACTED]  
[REDACTED] Hello [REDACTED] I have a customer who got his vehicle fixed got down the street and his fuel filter started leaking and he had to get roadside to take the vehicle back to the dealership. If you can call the dealership for a loaner my customer is in the country please see they can get the customer in a loaner. I did tell him I would reach out to you and asked but no promises however he really is in a need of a vehicle. [REDACTED] his name, this would make my day ma'am and I'm sure his. If you have any question please feel free to contact me. Thank you!!! [REDACTED] @ Customer Relationship Center - [REDACTED] Office: [REDACTED] > efax: [REDACTED]

[REDACTED] obc to dlr spoke with the SM and he stated that they dont have a Business account with [REDACTED] and they will have a loaner available for the customer on [REDACTED] [REDACTED] [REDACTED] [REDACTED]

[REDACTED] obc to cust i explained to cust that the dlr does not rent rentals and they will have a loaner available for him on [REDACTED] day cust feels that his veh should have been a priority because it wasn't fixed correctly i advised cust that his assigned agent will follow up with him on [REDACTED] day cust was frustrated because he needed a veh.... [REDACTED]

[REDACTED] \*\*\*\*\*CUSTOMER\*\*\*\*\* Called customer to see about update and he made me aware he will be getting his veh he wants a refund on the filter due to not needing to purchase and I made customer he will need to send in a invoice and will put in a request. \*\*\*\*\*NEXT STEP IS GET REFUND INFORMATION FROM DEALER \*\*\*\*\* FOLLOW U [REDACTED] @ Customer Relationship Center - [REDACTED] Office: [REDACTED] > efax: [REDACTED]

\*\*\*\*\*CUSTOMER\*\*\*\*\*  
Called customer he made me aware he got his vehicle back and is happy, he let me know he is going to be emailing me the invoice for his refund I let customer know will reach out to dealership and will get that information to do a refund, and will send a email when i got the updated information.  
@ Customer Relationship Center – Team  
Office: > efax:

\*\*\*\*\*CUSTOMER \*\*\*\*\* service manager to see if customer veh is repaired and he stated it was and the final repair was made Monday will be emailing me with the repair part information to get the customer a refund on the repair that he paid for  
@ Customer Relationship Center – Team  
Office: > efax:

\*\*\*\*\*CUSTOMER \*\*\*\*\*  
Called customer and made him aware I am waiting on service manager to send in the invoice to get customer a refund on what he paid for the repair, customer did not answer the phone however left a voic mail.  
@ Customer Relationship Center – Team  
Office: > efax:

\*\*\*\*\*CUSTOMER \*\*\*\*\* OBE TO  
Hello Here is the approval code for the refund for the customer in the amount of  
If you have any question please feel free to reach out Thank You  
@ Customer Relationship Center – Team  
Office: > efax:

\*\*\*\*\*CUSTOMER \*\*\*\*\*  
Called customer and made him aware that he was approved for the refund for the amount of let customer will have to reach out to the dealership for the check and customer is pleased with repairs as well  
\*\*\*\*\*NEXT STEP CLOSE CASE\*\*\*\*\*  
@ Customer Relationship Center – Team  
Office: > efax:

\*WEB\*Can we change the Repair order number to ?

Dxs M ext received a ibc from regarding the changing of the RO date from previous RO and i reopened the case to change it for him will close case Next Step- close case Ford Motor Company Dealer Experience Specialist Team DXS Team  
efax:

CASE ATTACHMENTS:

STATUS: Resolved  
BUSINESS UNIT NAME: [REDACTED]  
COMMUNICATION: Web

REGION: [REDACTED]: [REDACTED]

MODEL: [REDACTED] SUPER DUTY MILEAGE: [REDACTED]

ADDRESS:

HOME PHONE [REDACTED]

**SYMPTOMS:** Start/Run/Move | Fluids | Fuel | Visible Leak

ANALYST NAME: # [REDACTED]

OPEN ANALYST NAME: SYSTEM

COMMENTS:

Case Number : [REDACTED] Customer : [REDACTED] GUID : n/a Customer Country : [REDACTED]  
 [REDACTED] Customer State : FL Business Phone : [REDACTED] Home Phone : n/a Mobile Phone : n/a  
 LTV Score : 96 Vehicle Purchase Status : Original Owner Vehicle Purchase Date : [REDACTED] Credit  
 Contract Number : n/a Part Number : n/a Dealer Name : [REDACTED] P&A : [REDACTED] Dealer  
 phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : [REDACTED] SUPER  
 DUTY Mileage : [REDACTED] Engine Specification : [REDACTED] Diesel Transmission Specification : 6 Speed  
 Auto Trans (Y/N) : [REDACTED] Warranty Start Date : [REDACTED] Open Recall : [REDACTED]  
 ESP : n/a Hotline Contact : n/a Warranty History : n/a

\_\_\_\_\_ reviewed Financial assistance refund request case from SA \_\_\_\_\_ stating: cust developed fuel leak while out of town and had to have vehicle repaired at private facility as appointment was unavailable at dealership at the time/ N \_\_\_\_\_ Steps: Further research case and follow up with SA \_\_\_\_\_ ® \_\_\_\_\_ Dealer Experience Specialist- Dealer Team \_\_\_\_\_ Office: \_\_\_\_\_

[REDACTED] contacted SA [REDACTED] by phone in regards to case but [REDACTED] was unable to reach SA. [REDACTED]  
 Next Steps: Follow up with SA by email [REDACTED] ® [REDACTED] Dealer Experience  
 Specialist:- Dealer Team [REDACTED] Office: [REDACTED]

[REDACTED] OBE to [REDACTED] and [REDACTED]. Good afternoon Mr. [REDACTED]. My name is [REDACTED] and I would like to introduce myself as the dealer experience specialists assisting your case manager and my service partner [REDACTED] with this case. I understand the customer developed a fuel leak while out of town and had to have the vehicle repaired at a private facility as the appointment was unavailable at the dealership at the time. I just need to ask a few questions for clarity to determine how we can attempt to assist this customer. Can you confirm the mileage on the vehicle? Why was the appointment unavailable at the dealership at the time? Can you provide an original receipt for the vehicle repair that includes a breakdown of the amount for parts, Labor and other costs, and taxes? This information is needed to help progress this case. If you have any questions or concerns, please let me know. Thank you for being a Valued [REDACTED] Partner. Thank you, [REDACTED] ® [REDACTED] Dealer Experience Specialist-Dealer Team [REDACTED]. Office: [REDACTED] [REDACTED] [REDACTED] [REDACTED] N steps: wait for a response and follow up [REDACTED]

██████████ IBE from ██████████ (██████████) and ██████████ Good afternoon, I have attached a copy of his invoice from private shop. Current mileage on vehicle is ██████████. Customer is the one who stated he called and was told an appointment was not available at the dealership. I am unable to confirm that after speaking to ██████████ C call reps, but I was not going to argue with him as he was difficult to deal with to begin with). I told him I will submit on the part only on this invoice as labor was not broken down on invoice and he did have his fuel filters replaced at that visit. Please let me know if I can assist with any further info. ██████████ Sr. Commercial/Fleet Service Specialist Senior Lead ██████████ Office: ██████████

[REDACTED] OBE to [REDACTED] ([REDACTED]) and  
 [REDACTED] Good morning Mr. [REDACTED]. Thank you so much for the information you have provided for  
 further review. Upon review, it appears the vehicle does not meet [REDACTED] guidelines as the repair was done at a  
 third party private facility and not at a [REDACTED] dealership. [REDACTED] is unable to provide financial  
 assistance in this case. I will be closing this case. However if you need to add any information to the case  
 you can re-open the case in [REDACTED]. Please feel free to contact me via email or phone if you have any  
 questions or concerns in regards to this case. Thank you for being a valued [REDACTED] partner  
 [REDACTED] ® [REDACTED] Dealer Experience Specialist- Dealer Team [REDACTED]  
 Office: [REDACTED] Final Steps: Close case

SUBJECT-B

CASE ATTACHMENTS:

[REDACTED]

[REDACTED]

[cas-](#) [REDACTED] [REDACTED] [REDACTED]



# P3 AUTOMOTIVE

TA

THANK YOU FOR YOUR BUSINESS

PLEASE CONSIDER US FOR ALL OF YOUR FUTURE AUTOMOTIVE NEEDS

## Repair Order

Page:1

Phone: [REDACTED]

Vehicle : [REDACTED] Pickup [REDACTED]  
 VIN : [REDACTED]  
 #/Driver : [REDACTED]  
 Created : [REDACTED]  
 Completed : [REDACTED]

Service Writer : [REDACTED]  
 Diesel  
 Tag/State : [REDACTED]  
 Odometer In : [REDACTED]  
 Odometer Out : [REDACTED]

### Labor/Notes

| Qty                           | Technician | Description                    | Price      |
|-------------------------------|------------|--------------------------------|------------|
| 1                             | JD         | CONCERN, CAUSE, AND CORRECTION |            |
| CUSTOMER STATES : FUEL FILTER |            |                                |            |
| 1.3                           | JD         | FUEL FILTER Remove & Replace   | [REDACTED] |

### Parts

| Qty | Code | Description                                     | Condition | Unit Price | Price      |
|-----|------|-------------------------------------------------|-----------|------------|------------|
| 1   |      | Fuel Filter kit / upper & lower filter's        |           | [REDACTED] | [REDACTED] |
| 1   |      | NEW FUEL RETURN HOSE ASSEMBLY @ THE FUEL FILTER | New       | [REDACTED] | [REDACTED] |

Note: OE# [REDACTED]

Labor  
 Parts  
 Tires  
 Wheels  
 Sublet/Misc.  
 Shop Supplies  
 Charges  
 Sales Tax

Default Rule @ [REDACTED]

**Repair Total** [REDACTED]

Technician Code : [REDACTED] Certification #  
 JD

| Date & Time | Total Amount | Authorized By | Approvals | Method | Employee |
|-------------|--------------|---------------|-----------|--------|----------|
|-------------|--------------|---------------|-----------|--------|----------|

[REDACTED]

SUBJECT-B GCCT

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] NA CRC COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | Has been to dealer |

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

BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] [REDACTED] [REDACTED]  
ADDRESS [REDACTED]  
[REDACTED] COUNTRY [REDACTED] N [REDACTED] [REDACTED] [REDACTED]  
HOME PHONE [REDACTED]

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

ANALYST NAME [REDACTED] OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED] [REDACTED]

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] [REDACTED] called stating that prior to this time in the shop he has had his [REDACTED] in the shop for [REDACTED] waiting on a High Pressure Fuel Pump. Once he gotten it back [REDACTED] states it started to leak fuel again. [REDACTED] is seeking repair assistance on matter. His Mother is the owner of the [REDACTED]. Informed him that i would have to call her and ask for him to be the delegate to speak. [REDACTED] said that was fine. He provided her phone number. [REDACTED] Email is [REDACTED]

Next Step: contact [REDACTED] Mother and ask for [REDACTED] to be the delegate to speak.

[REDACTED] @ Customer Relationship Center – Truck Team [REDACTED]

Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] ) ( [REDACTED] )

Phone Number: [REDACTED] (Mobile) Email: [REDACTED]

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \*OBC to [REDACTED] Spoke with Mrs. [REDACTED]. She does give power over to her son and would like updates as well. She informed me that this was the [REDACTED] it has been it. She has verified all her contact information and i will be emailing her and [REDACTED] with Case number and contact information. Next Step: Contact [REDACTED] and get an update on [REDACTED]

[REDACTED] @ Customer Relationship Center – Truck Team [REDACTED]

Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] ) ( [REDACTED] )

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \*OBC to [REDACTED] [REDACTED] is [REDACTED]. We have a fuel leak, but doesn't know where its from. They have cleaned off the areas and hoping to see where the problem is coming from to isolate it. I did thank him for reaching out to Hotline from the previous time. I will call [REDACTED] to for another update. Next Step: Follow up with [REDACTED] and [REDACTED] for updates on [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED]

Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] ) ( [REDACTED] )

[REDACTED] customer Customers son called in requesting to speak with CXS. He said he had something he wanted to discuss with her. I advised him I would email her. [REDACTED] Customer

Experience Specialist/ Truck Team Phone [REDACTED] Email [REDACTED] Efax [REDACTED]

Hours [REDACTED] [REDACTED]

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \*OBC to [REDACTED] Spoke with [REDACTED]. Fuel Line and retainer. it was sealing properly around the parts. They are putting in a

Hotline ticket to so make sure this is the correct way to resolve this concern. \*OBC to [REDACTED]

Spoke with [REDACTED] has a car. Next Step: Contact [REDACTED] with update. [REDACTED]

[REDACTED] @ Customer Relationship Center – Truck Team [REDACTED]

Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] ) ( [REDACTED] )

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \*OBC to [REDACTED] ( [REDACTED] ) ( [REDACTED] )

@ [REDACTED] informed [REDACTED] of update and he asked a question regarding his last repairs done over there. [REDACTED] stated that when he had the pump replaced he was charged [REDACTED] the deductible. He also

stated that he was being charged multiple deductibles for other repairs needed for his [REDACTED]. Total came to [REDACTED]. [REDACTED] would like to get a better understanding of what he was being charged so much for. Next

Step: Contact [REDACTED] for a better understanding once receipt and OR sent from customer. Follow up with [REDACTED]

[REDACTED] It will be [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED]

Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] ) ( [REDACTED] )

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \*OBC to [REDACTED] Spoke with [REDACTED]. no ETA on Part. did not have part number, I asked about the [REDACTED]. [REDACTED] did say

that they accidentally charged him [REDACTED] for the deductible. which they refunded him [REDACTED] or less? He thinks

they sent this check out [REDACTED] will give email information to get information from him. Next Step: Look

into this. [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED]

Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] ) ( [REDACTED] )

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \*OBC to [REDACTED] SM

is [REDACTED]. SM said he did not have time to look into this. He is going to transfer me to Warranty Dept. [REDACTED]. Did

send a check after we found that he was [REDACTED] charged. Which [REDACTED] confirmed he had received.

The reason this receipt has additional [REDACTED] is because [REDACTED] He had [REDACTED] that he did not pay the last 2

deductibles of [REDACTED] they tried explaining it too him before he had paid the [REDACTED] amount and he showed that

he understood. Next Step: Call [REDACTED] and explain. [REDACTED]

@ Customer Relationship Center – Truck Team [REDACTED] Office: [REDACTED]

EXT: [REDACTED] ( [REDACTED] ) ( [REDACTED] )

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \*OBC to [REDACTED] ( [REDACTED] ) ( [REDACTED] )

@ [REDACTED] Explained to me [REDACTED] that I spoke with [REDACTED] and they did not charge him for 2

deductibles for [REDACTED] done. That is why they added the additional charge to his last repair. Next

Follow up will be on the [REDACTED] will call [REDACTED] to see about part arrival. Next Step: contact :DLR [REDACTED]

[REDACTED] @ Customer Relationship Center – Truck Team [REDACTED]

Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] ) ( [REDACTED] )

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \*OBC to [REDACTED]  
Spoke with [REDACTED] and informed her that Mrs. [REDACTED] is questioning the RO# for her last visit and wanting a better explanation. She stated she will have someone call her [REDACTED] to explain the RO#. Spoke with [REDACTED] who stated [REDACTED] has been repaired and picked up [REDACTED]. Explained if the [REDACTED] can call the SM and ask for him to call Mrs. [REDACTED] back to explain. Next Step: Contact [REDACTED] and his mother that the [REDACTED] SHP is going to call them to explain the last RO# charge. [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \*OBC to [REDACTED] ([REDACTED])  
@ [REDACTED] Unable to leave VM since no voicemail box was set up. Next Step: Contact [REDACTED] Mother to explain the SM will call her [REDACTED] to get a breakdown on charge last time they got serviced. [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \*OBC to [REDACTED] (Mrs. [REDACTED])  
Informed [REDACTED] that the dealership is going to call them regarding her warranty claim. I offered her a Limited maint. plan [REDACTED] term which she accepted. [REDACTED] wanted me to email her this information which I will [REDACTED] Next Step: Email [REDACTED] and close case. [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

Case Number : [REDACTED] Customer : [REDACTED] GUID : n/a Customer Country : United States of America Customer State : IL Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : n/a LTV Score : 94 Vehicle Purchase Status : Original Owner Vehicle Purchase Date : [REDACTED] Credit Contract Number : n/a Part Number : n/a Dealer Name : [REDACTED] Dealer P&A : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : F-SERIES [REDACTED] ER DUTY Mileage : [REDACTED] Engine Specification : [REDACTED] HPCR V8 T/C DSL Transmission Specification : [REDACTED] AUTO TRANS [REDACTED] LG DSL Warranty Start Date : [REDACTED] Open Recall/FSA: [REDACTED] ESP : [REDACTED] PREMIUMCARE W/ROADSIDE Hotline Contact : n/a Warranty History : [REDACTED]

emailed agent: [REDACTED] I have Mrs. [REDACTED] on the phone calling back regarding her truck cas- [REDACTED] Good Morning, [REDACTED] - she's asking for our Supv Quenita's information - so I will give and please call - vehicle has broken down again, fuel leaking again, want to go to another [REDACTED] dlr... [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED] Office: [REDACTED] ext. [REDACTED] Hours: [REDACTED] MOB [REDACTED] - 230 and [REDACTED] OII: [REDACTED]

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \*OBC to [REDACTED] (Mrs. [REDACTED])  
[REDACTED] left message stating I apologize for not emailing her. I thought I had sent it. I do see her Limited Maintenance Plan attached to the VIN number. The CXS she spoke to give inform me that you are having the fuel tank leak again and wanting to take it to another dealership. If you can give me a call back to that we may further discuss. left contact information. Next Step: email [REDACTED] about the limited maintenance plan, and re-open case. [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \*Mrs. [REDACTED] called stating that she needs her [REDACTED] towed. Last night when driving home she stated that they noticed something throwing out. They noticed it was leaking fuel excessively. It is covering all the undercarriage, rear bumper, and her electrical running boards are no longer working on her driver side which she believes is the result of the diesel fuel. She would like to go to [REDACTED] for her [REDACTED] concern. She is also not wanting to pay for towing. Which she does have some coverage for. she is also needing a loaner or rental. She would like to be placed on Hold while I call the dealership to set it up. \*\*Place on hold\*\* [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \*OBC to [REDACTED] ([REDACTED])  
@ [REDACTED] Spoke with SA [REDACTED] who stated they have diesel mechanics [REDACTED] through [REDACTED]. They can probably see her [REDACTED] or [REDACTED] depending on when she gets the [REDACTED] there. He does not have any loaners available at the moment. Hopefully he will get something [REDACTED]. There is a Enterprise a [REDACTED] away if she would like to get a rental. number is [REDACTED] Asked [REDACTED] if she is able to get her reimbursement through them he said yes. Next Step: Back to customer [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \*Back to Customer\* Informed her of the rental stating she would have to pay upfront and then they would reimburse her. it would have to be at [REDACTED] Anything over would be out of pocket on her end. She understood. She would like for me to call Roadside Assistance. I will place customer back on hold \* [REDACTED] on hold\* Next Step: Contact [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \*OBC to [REDACTED] ([REDACTED])  
Spoke with Agent [REDACTED] I had given her the customers address where the [REDACTED] is at. [REDACTED] phone number, VIN, [REDACTED] color and [REDACTED] age. Informed her that [REDACTED] wanted to take it to [REDACTED] Agent stated that customer is only covered for [REDACTED] for towing anything over will be out of pocket from the customer, the rates are from the serving company. I informed Agent that I would bring in the customer to the line so that she may get a understanding for this. \*Conference Mrs. [REDACTED] in\* Agents verified all information provided, and explained that anything [REDACTED] would be out of pocket. [REDACTED] said that [REDACTED] would have to pay for everything. She is not paying for anything. I stated that I can look into it. I did not promise we would [REDACTED] said OK. A message will be sent to confirm towing arrival. Agent Disconnected from call. [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \*OBC to Enterprise\* [REDACTED] ([REDACTED])  
@ [REDACTED] asked if they have any [REDACTED] pick up trucks. they only have a [REDACTED] and it's [REDACTED] day. They will also need a [REDACTED] security deposit. [REDACTED] for the [REDACTED] I asked if they had any other [REDACTED]s. she stated no. I informed her that I would like to conference in the [REDACTED] so that she is aware. \*Connects [REDACTED] \* [REDACTED] explained prices and customer did not want anything that was over the [REDACTED] I thanked [REDACTED] for her explanation and she can disconnect. [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] informed [REDACTED] that I would speak with [REDACTED] to see if we are able to get a Non [REDACTED] since it is a requirement for us able to reimburse for a rental. I will speak with my [REDACTED] P and see if getting a non [REDACTED] H is an option. [REDACTED] request i call her back [REDACTED] if I do or do not speak with [REDACTED] Next Step: ask team lead or [REDACTED] P if a customer does not want to pay difference can she get a Non [REDACTED] [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

we recommend to be a [REDACTED] but we will cover a truck for [REDACTED] and [REDACTED] for a car. \_ SUP [REDACTED]

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] [REDACTED] Did have a car for her and she did pick it up. Should have it diagnosed in a day or so. Next Step: Contact cust and let her know that we are following up with the dealership on on the [REDACTED] since that is when they will have the diag complete. [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] [REDACTED] @ [REDACTED] [REDACTED] stated she had gotten a [REDACTED] already from the dealership and is upset and would like to speak with a supervisor. I stated there was a [REDACTED] turn. [REDACTED] demanded that she speak with a supervisor. I informed her I would let my supervisor be aware of what she is wanting. I informed the customer that I will be following up with the dealership since they stated they will have it diagnosed [REDACTED] or the next. Next Step: follow up with the customer on [REDACTED] to ensure that the dealership has fully diagnosed the [REDACTED]. Follow up with the dealership [REDACTED] to see if diagnosis is complete. [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

[REDACTED] C to [REDACTED]

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] [REDACTED] [REDACTED] out on lunch at the moment. Next Step: Call later on to speak with [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] [REDACTED] [REDACTED] cleaned all the oil. Ran the [REDACTED] for [REDACTED] and no fuel has fallen out. They are going to test drive it [REDACTED] on the road to see if concern happens while driving. I asked about the running board malfunction. [REDACTED] states that is a aftermarket running board, and has been repaired. I asked for them to open up a [REDACTED] to ensure repairs. They have looked at the history of the vehicle repairs. Once they perform the test [REDACTED] and nothing happens they are going to engage hotline. Next Step: Contact [REDACTED] and let her know the [REDACTED] update stating that they have fixed the running board, and will preform more test [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] [REDACTED] @ [REDACTED] Straight to VM. Informed [REDACTED] the dealership ran her ven for [REDACTED] with no leak. they did fix the running boards on the [REDACTED]. They are going to test drive the [REDACTED] w to see if [REDACTED] leaks then. If not they are going to engage hotline. Will follow up with the dealership [REDACTED] and with you on [REDACTED]. Next Step: Schedule follow up with customer on [REDACTED] about test done on [REDACTED]. Also call the dealership as well to get an update. [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] [REDACTED] [REDACTED] Spoke with [REDACTED] who stated that the [REDACTED] was given back to the customer on [REDACTED] and it came back with the leak. now are collecting the data and in the process of sending in a hotline. SA informed me that the [REDACTED] T is in the loaner. Next Step: Contact the customer and speak with her on when, where, and the conditions did the vehicle start to leak again. [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] [REDACTED] [REDACTED] Spoke with [REDACTED] on [REDACTED] they took it for a [REDACTED] drive before that it was sitting for [REDACTED] in idle. There is a 6 inch int kit on the [REDACTED] it was modified from past owner [REDACTED] e it leaked [REDACTED] was pulling horses. They drove from here to [REDACTED] which is [REDACTED] at [REDACTED] speed when the customer stated it started to leak. They didn't contact Hotline since they were unable to duplicate the concern nor see any visible signs of the leak. This [REDACTED] they smelled the diesel fuel and are sending this to Hotline now. Next step: Contact [REDACTED] her know that we are following protocol on the [REDACTED] and ask probing question that may assist with Hotline. [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] [REDACTED] @ [REDACTED] [REDACTED] stated she sent photo's in an email where the [REDACTED] was not cleaned off. The [REDACTED] was leaking again. Informed her of the test done o [REDACTED] and why hotline wasn't reached out. That is due to unable to duplicate or see the concern. [REDACTED] understood. Informed her that Hotline was confirmed reached out [REDACTED] follow up with the dealership [REDACTED] and her on [REDACTED]

[REDACTED] from the customer: The customer states she is now on the side of the road after picking her vehicle up from the dealership, and needs her CXS to contact her by the EOD. I let her know that I'd pass the message along to have the CXS reach out. [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED] Office: [REDACTED] ext. [REDACTED] CST

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] [REDACTED] [REDACTED] Left a VM asking him to call me back in regards to the [REDACTED] \* [REDACTED] Spoke with the SM asking why was the [REDACTED] H returned to the customer and why hasn't hotline been open for the customer. SM stated that the [REDACTED] wasn't leaking and having the concern so they gave the customer back the [REDACTED]. Now they are stranded on the side of the road and we are getting there [REDACTED] towed back here. I informed the SM that Hotline needs to be opened for this customer since the [REDACTED] has not been properly fixed. He understood and said he would do that once it's here and the tech has looked at it. Next Step: Contact the customer and see what has happened. [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] [REDACTED] [REDACTED] Left a VM with SM asking to give me a call back [REDACTED] regarding Mrs. [REDACTED] H and to contact Hotline for concerns. Next Step: try contacting the dealership later on [REDACTED] to see if hotline, and contact the customer. [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED] Office: [REDACTED] EXT: [REDACTED] ([REDACTED])

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] [REDACTED] [REDACTED] Fuel sample. A lot of debris and blockage from the fuel filter, and since the clamp wasn't on properly when we first looked at it that build up made it spill. particular. They changed out the fuel filter and it seems to be working great now. No diesel fuel leaking at the moment and we are test driving the vehicle at the moment to see if there is anything else happening. Next Step: contact [REDACTED] her know what the dealership has done.



CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] @ [REDACTED]  
Straight to VM. Left a VM for the customer thanking her for her patients with us on getting this resolved. The concern you have been experiencing was [REDACTED] caused by a clamp that wasn't put on properly which caused it to leak. Looking into Hotline they noticed that they didn't see the fuel filter was changed, which caused a lot of debris and blockage to the fuel filter. They have now changed out the fuel filter and have tested your vehicle and test drove the vehicle to ensure your concerns have been resolved and they have. No diesel fuel is leaking and they are taking these last moments to ensure that the concern is definitely gone. If you have any questions or concerns please contact me back via phone or email. Next Step: Follow up with the dealership and customer [REDACTED] to see how [REDACTED] repairs are doing. [REDACTED] Office: [REDACTED]

EXT: [REDACTED] ( [REDACTED] )  
CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] \* [REDACTED]  
[REDACTED] is out for the weekend. [REDACTED] is in a meeting and leaving a VM with the [REDACTED]. Asking for an update regarding Mrs. [REDACTED]. Next Step: will call back to see if [REDACTED] is still there. [REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )  
[REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] \* [REDACTED]  
[REDACTED] Spoke with Warranty Admin [REDACTED] is closed out [REDACTED] and towed back in [REDACTED]. Does not know if she has a loaner or rental in her possession. Next Step: Contact the customer and set a follow up to speak with the dealership on [REDACTED] to see about repairs. [REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )  
[REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )

C to [REDACTED] Spoke to SM and inquired about the Vehicle being towed back in. Advised the SM to open [REDACTED] ticket and get this truck fixed right, also discussed the possibility of a GAS tank issue. DE-Lamination possible if the Fuel Filter is plugged constantly. Next step: Call [REDACTED] Office: [REDACTED] ext. [REDACTED] efax: [REDACTED] CXS: [REDACTED]

One to [REDACTED] [REDACTED] was extremely upset, and was upset that truck was back in the [REDACTED] SHP. [REDACTED] was upset about truck breaking down. Next step: set f/u [REDACTED] Office: [REDACTED] ext. [REDACTED] efax: [REDACTED] CXS: [REDACTED]

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] \* [REDACTED]  
[REDACTED] Spoke SM [REDACTED] was towed in [REDACTED]. They were unable to look into it that day for [REDACTED] since they had a full schedule. There was no fuel leaking when [REDACTED] was towed back. [REDACTED] stated that it wasn't starting up. SM said when he got the [REDACTED] it started up right away. He did drive it [REDACTED] with no problems. A complete diag was not done yet. SM said that [REDACTED] they will be able to get to it. Re-stated that once the diagnosis is done to contact Hotline for further assistance. Next Step: Contact the customer to inform her of details and follow up with the dealership [REDACTED] to see if [REDACTED] has been looked at. [REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )  
[REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] \* [REDACTED]  
Straight to VM. Informed the customer that I spoke with the SM to get a bit more information on what happened on [REDACTED]. The [REDACTED] was not leaking fuel, but wouldn't start. They were unable to fully diagnosis the [REDACTED] had a full schedule [REDACTED]. They will be looking into your [REDACTED]. The SM also drove the [REDACTED] that day with no issues. If you have any questions or concerns please contact me via phone or email. I will be following up with the dealership [REDACTED] and you on [REDACTED]. Next Step: Schedule follow up with customer on [REDACTED] and with dirshp [REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )  
[REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] \* [REDACTED]  
[REDACTED] R is closed. Next Step: follow scheduled follow up [REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )  
[REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] \* [REDACTED]  
[REDACTED] Left a VM for SM to give me a call regarding [REDACTED]. Next Step: Contact [REDACTED] and let her know I was unable to reach the [REDACTED] and SM was done for the day. [REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )  
[REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] \* [REDACTED]  
Spoke with the [REDACTED] going to pick up the [REDACTED] as of now. They replaced the fuel pump and the dealership said everything was ok. I will give her a call [REDACTED] to see how things are going with the [REDACTED]. I said she never heard from [REDACTED]. will notify [REDACTED] that [REDACTED] would like to talk to her. Next Step: follow up with customer [REDACTED] to see how [REDACTED] is driving and speak with SM as well. [REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )  
[REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] \* [REDACTED]  
Straight to VM. Asked how the vehicle was going. I will be following up with her on [REDACTED] see if repairs are still going good. Next Step: Schedule follow up [REDACTED] to see how repairs are going [REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )  
[REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )

CXS: [REDACTED] EXT: [REDACTED] EMAIL: [REDACTED] \* [REDACTED] to [REDACTED] \* [REDACTED]  
Straight to VM. Informed customer since [REDACTED] is with her and have not gotten a response back from her we are closing the case. please give us a call back at our main number if there is any questions or concerns. Thank you. Next Step: close case [REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )  
[REDACTED] Office: [REDACTED] EXT: [REDACTED] ( [REDACTED] )

Customer called in and stated, that she needed a letter stating that her vehicle can be repaired somewhere other than the [REDACTED] dealership because of shop capacity, the vehicle can not be seen until the [REDACTED]. Customer still needs warranty's approval go outside of [REDACTED] and needs to make sure that the repairs will still be covered under extenuating circumstances. Customer Experience Specialist Email: [REDACTED] Office: [REDACTED] ext. [REDACTED] (Central)

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]  
OPEN [REDACTED] CLOSED [REDACTED]  
RESPONSE TEAM [REDACTED] NA CRC  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | |  
DEALER NAME [REDACTED]  
[REDACTED] CODE [REDACTED] [REDACTED] SALES CODE [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] | [REDACTED]  
ADDRESS:  
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] |  
HOME PHONE:  
SYMPTOMS: Driving Performance | Hesitates/Stumble | Acceleration | Always  
ANALYST NAME [REDACTED]  
COMMENTS:

STATUS: Information Provided  
BUSINESS UNIT NAME [REDACTED]  
COMMUNICATION: Phone

REGION: [REDACTED]: [REDACTED]  
MODEL: [REDACTED] MILEAGE: [REDACTED]

[REDACTED] stated he went into the dealer to get work done and they told him the warranty will not cover his repairs because of modifications done to the vehicle. Transmission work done. Cust said the modification programs are disabled. Next steps set follow up and task for cust. [REDACTED] Relationship Center – Truck Team [REDACTED] Office: [REDACTED] ext.

Case Number: [REDACTED] Country: [REDACTED] State: LA Business Phone: NA Home Phone: NA Mobile Phone: [REDACTED] LTV Score: 81 Vehicle Purchase Status: Subsequent Owner Vehicle Purchase Date: [REDACTED] Credit Contract Number: NA Part Number: NA Dealer Name: [REDACTED] P&A: [REDACTED] Dealer phone: [REDACTED] VIN: [REDACTED] Make: [REDACTED] Model: F-SERIES SUPER DUTY Mileage: [REDACTED] Engine Specification: [REDACTED] HP/CR V8 T/C DSL Transmission Specification: [REDACTED] LG DSL Warranty Start Date: [REDACTED] Open Recall/FSA: [REDACTED] ESP: NA Hotline Contact: NA Warranty History: [REDACTED]

[REDACTED] Contacted the dealer left a message with the manager about the cust and the info I needed, left the case # and my contact. SM Mr [REDACTED] Called again to try to get services and the SA had me on hold. I will try again. Next steps contact the cust. [REDACTED] contact the cust via [REDACTED] Next steps set follow up [REDACTED] Relationship Center – Truck Team [REDACTED] Office: [REDACTED] ext.

[REDACTED] requested supervisor sent request to CXS to have supervisor callback [REDACTED] Experience Specialist [REDACTED] Team [REDACTED] Office: [REDACTED] ext. [REDACTED]

\*\* Cust called in and spoke to another agent to only speak to a supervisor and he was not getting my emails. I let my sups know what the cust requested. [REDACTED] contacted the dealer and spoke to the SA and she said Cust came in bc the vehicle would not go over [REDACTED] they checked and it looked like internal damage and it would cost more to rebuild it than buying a new transmission. Also the vehicle is lifted so high like a monster truck. She then put me on the phone with the head tech [REDACTED], he said the lift kit is fine what is the problem is the vehicle has a programmer that in order for them to put the programmer in the removed the emission system and there is no exhaust system. The programmer burned the motor up. I asked about what the cust stated that the programmer is disabled. He said it can be turned down not all the way off bc then the vehicle would not start. He said we can not per [REDACTED] guidelines work on the vehicle under warranty, it is voided. Next steps set follow up [REDACTED] and a sups escalation. [REDACTED] Relationship Center – Truck Team [REDACTED] Office: [REDACTED] ext.

[REDACTED] Ok, thanks. [REDACTED] Relationship Center – Truck Team [REDACTED] Office: [REDACTED] ext. [REDACTED] Hi I sent him his case number as he states he never received and he sent me this email as well [REDACTED] Experience Specialist [REDACTED] Team [REDACTED] Office: [REDACTED] ext. [REDACTED] From: [REDACTED] Sent: [REDACTED] To: [REDACTED] Subject: Re: CAS- [REDACTED] I would like this immediately escalated to a supervisor and I would like them to then immediately reach out to me via email. Sent from my [REDACTED] On [REDACTED] at [REDACTED] wrote: Good afternoon Your case number is [REDACTED] I am going to submit your information to your CXS as well and their supervisor [REDACTED] Experience Specialist [REDACTED] Team [REDACTED]

\*\*\*\*\*Supervisor Call\*\*\*\*\* [REDACTED] to [REDACTED] - Unable to speak with any one [REDACTED] C to Cust [REDACTED] Had an oil leak - fixed multiple cases- opened with [REDACTED] transmission will not go out of [REDACTED] - ongoing fuel filter was leaking - fixed stated the programmer is disabled and does not know when he had it disabled. Stated we cannot denied his warranty claim. [REDACTED] kept stating that we cant prove that the programmer caused the failure. [REDACTED] does not know the exact date he had the programmer installed. Now he needs a new transmission, wants [REDACTED] C to pay for rental and a new transmission next steps: contact the dealership on diagnosis. submit a tech

\*\*\*\*\*Supervisor Call\*\*\*\*\* [REDACTED] to [REDACTED] R transferred to [REDACTED] unit would not go over third gear, lifted, programmer installed, emissions system deleted. Tear down has not been started because customer is has not verified if he will. Ticket opened. Vehicle would be in limp mode if there was a factory tune on vehicle due to various sensors and parts being removed from unit before being programmed. Next steps: verify if customer will pay for tear down

\*WEB\*the customer will need to authorize tear down and put a deposit down for the tear down/inspection. once we have it disassembled we will have to contact [REDACTED] esp for prior approval. with the vehicle having a tuner and the catalytic converter deleted it is very possible [REDACTED] will deny the claim. if [REDACTED] denies the claim, the customer will be responsible for all charges.

\*\* Email between the cust and Sups [REDACTED] e said to set the follow up [REDACTED] Truck update [REDACTED]  
[REDACTED] Good afternoon Mr. [REDACTED] I have been in contact with the servicing dealership, and after thoroughly reviewing your request, it has been determined that [REDACTED] will be unable to provide financial assistance. [REDACTED] considers the satisfaction of its owners to be one of its most important objectives. We commit very substantial resources and effort in a sincere attempt to resolve the concerns of our owners; however, limits must be placed on those efforts. I regret that we cannot meet your expectations at this time; however, if you have additional documents or information that you believe would assist in the further analysis of your concern, please forward those to my attention. I recommend that you continue to work with your [REDACTED] dealership to ensure you receive the best service for your vehicle. Should you need to contact us in the future, the phone number is [REDACTED]. Thank you again for contacting [REDACTED] @ Business Operations Supervisor [REDACTED]

[REDACTED] To: [REDACTED] Subject: Truck update Upon further research on my end, the TCM which would be the computer that controls the transmission, is at factory [REDACTED] parameters and no tuning is present. The discussion of any sort of programmer past or present is strictly limited to the ECM. Considering our issue here has to do with the transmission of my vehicle, a transmission on [REDACTED] stock software, there should be no denial of [REDACTED] warranty coverage in regards to this repair. [REDACTED] Sent from my [REDACTED]

\*\*\*\*\* [REDACTED] Call \*\*\*\*\* Called to inform of the cost of the tear down of transmission, Customer stated he has already called and paid it. Adv now we must wait to determine what the diagnosis is to determine if any additional assistance can be provided. Customer would like the following: Receipt of Tear down - never received Quote for a new transmission Estimate of Rebuild CXS: Verify that the dealership send receipt of the above mentions docs to the customer.

[REDACTED] C contacted the dealer I was on ll=hold [REDACTED] was busy with a cust and I left my contact info with [REDACTED] for her, plus email. I also told him I needed Customer would like the following: Receipt of Tear down - never received Quote for a new transmission Estimate of Rebuild Next step contact the cust [REDACTED] contacted the cust via gcct telling him I asked for the things he needed and awaiting for a response. Next steps set follow up [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED] Office: [REDACTED] ext. [REDACTED]

[REDACTED] Contacted the dealer, [REDACTED] I left a message with [REDACTED] that I needed to know if the cust got what he needed paperwork wise and what was the diagnosis. Next steps contact the cust [REDACTED] contact the cust via gcct @ [REDACTED] asking if he got what he needed from [REDACTED] and what was the diagnosis. Next steps set follow up [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED] Office: [REDACTED] ext. [REDACTED]

[REDACTED] Contacted the dealer : [REDACTED] Left message for [REDACTED] about what the cust needed and if they did the diagnosis for the vehicle as yet. Customer would like the following: Receipt of Tear down - never received Quote for a new transmission Estimate of Rebuild Next steps contact the cust [REDACTED] contact the cust via gcct @ [REDACTED] about still trying to reach [REDACTED] Next steps set follow up [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED] Office: [REDACTED] ext. [REDACTED]

\*WEB [REDACTED] gathering all the information and warranty cost and will send it to [REDACTED]

\*WEB\*email was sent to [REDACTED] with estimate on cost of repairs.

[REDACTED] 4:49 PM To: [REDACTED] (K ?I HAVE EMAILED THE CUSTOMER WITH ALL INFORMATION. ALSO GAVE CUSTOMER RETAIL PRICING ON PARTS AND LABOR [REDACTED] COMMERCIAL FLEET & DIESEL DIRECT. [REDACTED] FAX. [REDACTED] To: [REDACTED] Thank you can you let the cust know as well. [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED] Office: [REDACTED] ext. [REDACTED] This message was sent with High Importance. [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED] Office: [REDACTED] ext. [REDACTED] To: [REDACTED] VIN # [REDACTED]

[REDACTED] we have concluded our diagnosis of the vehicle. Our tech did the tear down on the transmission, and found all clutch material is burnt from slipping. All of the drums are damaged from overheating from the slipping. Technician states that the transmission case melted and fused together. Technician also found that the truck is modified. It has a modified suspension, and all of the DEF system is removed. The vehicle also has a programmer. ? Technician performed a cost cap and the result was to replace the transmission. PARTS [REDACTED] H 6282.92 [REDACTED] W715618.S437 .38(EACH) .W709771.S440 1.83(EACH) [REDACTED] AA X4 N811880S100 X4 [REDACTED] X4 [REDACTED] AA X4 [REDACTED] AA X2 BC3Z [REDACTED] IN [REDACTED] To: [REDACTED] [REDACTED]

Good Afternoon, was the slipping caused by a faulty transmission? Thank you. [REDACTED] @ Business Operations Supervisor [REDACTED] Office: [REDACTED] ext. [REDACTED]

\*\* Sups responding to the cust. We are trying to determine if financial assistance will be provided.

[REDACTED] Customer Relationship Center-Truck Team [REDACTED] office: [REDACTED] ext. [REDACTED] from [REDACTED] whom needing to speak with [REDACTED] supervisor on the case notes for further assistance. [REDACTED] states that cust's vehicle has modifications that caused transmission to be damaged. Agent emailed the assigned agent & supervisor that [REDACTED] called back for additional information to provide. [REDACTED] Customer Relationship Center-Truck Team [REDACTED] office: [REDACTED] ext. [REDACTED]

\*\*\*\*\*SUPERVISOR CALL\*\*\*\*\* obc to [REDACTED] E - Stated that ther transmission overheated, outside and inside changed colors. inside overheated and melted/fused gears. Customer initiated damage. Tune was installed to have lights removed. Exhaust removed. Sensors removed. Not running as vehicle was designed. Removal of exhaust and tuning the unit voids the warranty. whomever driving the unit at the time of the failure was the one responsible. we can only go by what the unit tells us. Will contact the customer to inform of warranty denial

[REDACTED] Ext. [REDACTED] M-F / [REDACTED] Customer Call: Customer says... - Calling in to speak with [REDACTED] CXS advised... - will try and get you back over to his line



OBE to Customer [REDACTED] [REDACTED] Good Afternoon, Regarding [REDACTED]  
I have been in contact with the servicing dealership and have utilized a [REDACTED] Engineer to thoroughly review  
your request. The unit does not operate as designed due to the modifications that have been made to the  
unit. [REDACTED] will be unable to provide financial assistance. [REDACTED] considers the satisfaction of  
its owners to be one of its most important objectives. We commit very substantial resources and effort in a  
sincere attempt to resolve the concerns of our owners; however, limits must be placed on those efforts. I  
regret that we cannot meet your expectations at this time; however, if you have additional documents or  
information that you believe would assist in the further analysis of your concern, please forward those to my  
attention. I recommend that you continue to work with your [REDACTED] dealership to ensure you receive the best  
service for your vehicle. Should you need to contact us in the future, the phone number is [REDACTED].  
Thank you again for contacting [REDACTED]. Best Regards, [REDACTED]®  
Business Operations Supervisor [REDACTED] | [REDACTED] or [REDACTED] ext. [REDACTED]

This message was sent with High importance. [REDACTED]  
To: [REDACTED] @ Customer Relationship Center – Truck Team  
[REDACTED] Office: [REDACTED] ext. [REDACTED]. You forwarded this message  
on [REDACTED]. To: [REDACTED]; [REDACTED]  
(.) It's been a month in my rental. They are making me return it [REDACTED]. I need to be put in a  
vehicle or I need my truck back since this has taken so long on Ford's end. Sent from my [REDACTED]

[REDACTED] This message was sent with High importance. [REDACTED]  
To: [REDACTED] Hello, At this time [REDACTED] will not be assisting [REDACTED] financially with his repairs.  
My supervisor has reached out to him expressing that as well. Thank you for your help. [REDACTED]  
@ Customer Relationship Center – Truck Team [REDACTED] | [REDACTED]  
[REDACTED] Office: [REDACTED] ext. [REDACTED]

[REDACTED] C contacted the dealer [REDACTED] to let her know [REDACTED] will not be assisting financially with Mr [REDACTED]  
repairs and my sups [REDACTED] contacted him about it as well. Next steps close the case. [REDACTED]  
@ Customer Relationship Center – Truck Team [REDACTED] | [REDACTED] Office:  
[REDACTED] ext. [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN [REDACTED] CLOSED [REDACTED]

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM [REDACTED] 1 Recall NA CRC

COMMUNICATION: Phone

CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Outside Criteria |

DEALER NAME [REDACTED]

[REDACTED] CODE: [REDACTED] SALES CODE [REDACTED]

REGION: [REDACTED]: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED]

MODEL: [REDACTED] MILEAGE: [REDACTED]

BODY STYLE:

LAST NAME FIRST NAME MIDDLE [REDACTED] | [REDACTED] Y |

ADDRESS: [REDACTED]

[REDACTED] COUNTRY [REDACTED] | NC | [REDACTED] | [REDACTED]

HOME PHONE:

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

ANALYST NAME [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

CUST SAYS Cust knows that there was a recall on the [REDACTED] for the fuel leak, his veh is a [REDACTED] [REDACTED]. Realized that he had a fuel leak in his line to the engine. Bought a new fuel filter and put it on there which stopped the leak. Called dlr, was told that they were full, [REDACTED] out. Checked the internet and found defects on the fuel line that would cause the veh to catch fire. Waiting for a cb from the selling dlr, [REDACTED]. PER CUST, DLR SAYS Has not been to dlr. CRC ADVISED Recalls are vin specific. CARPET SHIELDING AND INSULATION REWORK The National [REDACTED] ( [REDACTED] ) investigates safety defects in motor vehicles. [REDACTED] and [REDACTED] work together to proactively identify areas of concern through investigation of consumer and dealer feedback. During an investigation, [REDACTED] co-operates fully with [REDACTED]. Due to our rigorous safety standards and constant testing, not all issues result in recall or customer satisfaction programs. Advised cust to speak to SM at the dlr.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN [REDACTED]

CLOSED [REDACTED]

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM [REDACTED] 1 Inbound NA [REDACTED]

COMMUNICATION: Phone

CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Outside Criteria |

DEALER NAME [REDACTED]

PA CODE [REDACTED] SALES CODE [REDACTED]

REGION: [REDACTED]: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED]

MODEL: [REDACTED] MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] CREWCAB SRW

LAST NAME [REDACTED] NAME MIDDLE: [REDACTED]

ADDRESS: [REDACTED]

[REDACTED] COUNTRY: [REDACTED] F | MD | [REDACTED] | [REDACTED]

HOME PHONE [REDACTED]

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

ANALYST NAME: # fordprodprojectadvocate

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

[REDACTED] Says: I look up a recall on my [REDACTED], it says the veh made in KY about a the fuel to leak. Veh is at the dlr and they said that there is a whole on the fuel filter. I want to know if that is just normal. And the dlr is asking me to pay [REDACTED] for the repair. [REDACTED] N/S WARRANTY START DATE: [REDACTED] Per [REDACTED] dlr says: [REDACTED] Advised: No recall or known issue on the veh. Recalls are vin specific. After reviewing my resources, there are no warranties or programs in effect that would provide coverage of your current concern. I recommend that you keep your receipts in case [REDACTED] initiates a program in the future based on your situation.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] NA CRC COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | Has been to dealer |

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

BODY STYLE: [REDACTED] REG CAB DRW

LAST NAME [REDACTED] NAME MIDDLE: | |

ADDRESS:

[REDACTED] COUNTRY: | | |

HOME PHONE:

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

ANALYST NAME: # fordprodprojectadvocate

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED] called in for rental assistance while his  
veh is being serviced for fuel leakage - veh being towed in by [REDACTED] and [REDACTED] the [REDACTED]  
advised we will be able to help with rental and we will reimburse up to [REDACTED] after he email receipt to  
me. Next steps: call [REDACTED] to get diag and call and discuss with [REDACTED] on the details. Follow up  
[REDACTED] @ Customer Relationship Center - Truck Team  
[REDACTED] Office: [REDACTED] Hours: [REDACTED]  
PM On: [REDACTED]

GAS FUEL LEAKAGE \*\*\*RECALL STEERING LINKAGE DAMPER\*\*\*\* \*\*SPRING IS BROKE ON THE DUMP  
BODY AND LIGHT STAYS ON - NOT SHUTTING OFF SENSOR\*\* RIGHT SIDE WINDOW - MAY BE A  
RELAY

Case Number : [REDACTED] Customer : [REDACTED] : Y  
Customer Country : [REDACTED] Customer State : CT Business Phone : [REDACTED] Home Phone : [REDACTED]  
Mobile Phone : [REDACTED] LTV Score : 93 Vehicle Purchase Status : Original Owner Vehicle Purchase  
Date : [REDACTED] Credit Contract Number : NA Part Number : NA Dealer Name : [REDACTED]  
Dealer P&A : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED]  
Model : [REDACTED] SUPER DUTY Mileage : [REDACTED] Engine Specification : [REDACTED] v8 T/C DSL  
Transmission Specification : [REDACTED] AUTO TRANS ( [REDACTED] ) -LG DSL Warranty Start Date : [REDACTED] Open  
Recall/FSA: [REDACTED] DOOR LATCH REPAIR ENHANCEMENTS FOR VEHICLES IN [REDACTED] WITH  
COMPLETED REPAIRS [REDACTED] STEERING LINKAGE DAMPER EXTENDED COVERAGE ESP : NA Hotline  
Contact : NA Warranty History : [REDACTED]

-Vehicle Concern: Gas fuel leakage -What the customer is seeking from [REDACTED]? rental assistance -Where is  
the vehicle located: [REDACTED] Dealership Contact: [REDACTED]  
-Does Dealer have a clear path to repair the vehicle (Y/N): [REDACTED] Tech SME Engaged/Parts SME Engaged  
(Y/N): [REDACTED] Share Recommendation utilized (Y/N): [REDACTED] Plan of action: call [REDACTED] to get diag and call and  
discuss with [REDACTED] on the details -Next Steps: call [REDACTED] to get diag and call and discuss with [REDACTED]  
[REDACTED] on the details -Follow-ups: [REDACTED] OR [REDACTED]

call and speak with sa [REDACTED]  
left another message for [REDACTED] to call me with an update

[REDACTED] Spoke with [REDACTED] - veh may only need fuel filter  
but she asked that I call back on [REDACTED] for a true update on the veh Next steps: call and let [REDACTED] that I  
spoke with SA and will follow back up with her on [REDACTED] follow up  
Motor Company @ Customer Relationship Center - Truck Team  
[REDACTED] Office: [REDACTED] Hours: [REDACTED] On: [REDACTED]

[REDACTED] I called [REDACTED] back to let him know I spoke  
with [REDACTED] and we compared the concerns he has on veh and she asked that I call back on [REDACTED] for  
another update - veh may only need fuel filter and may not need a rental next steps: call and [REDACTED] to get  
another update on veh fuel leakage and call and update [REDACTED] follow up [REDACTED] or [REDACTED]  
[REDACTED] @ Customer Relationship Center - Truck Team  
[REDACTED] Office: [REDACTED] Hours: [REDACTED]  
PM On: [REDACTED]

[REDACTED] Spring on dump body - customer has to take care of  
that service - ordered the fuel filter - and it should be in [REDACTED] and ask that I call back on [REDACTED] next  
steps: call on [REDACTED] to see if veh ready for pick up and call [REDACTED] to come and pick up veh follow up  
[REDACTED] @ Customer Relationship Center - Truck Team  
[REDACTED] Office: [REDACTED] Hours: [REDACTED]  
On: [REDACTED]

[REDACTED] PE [REDACTED] - still waiting on fuel filter to come in  
and asked that I call back this [REDACTED] Next steps: call and update [REDACTED] still waiting on fuel filter  
part follow up [REDACTED] per sa - [REDACTED] okay with next follow up date [REDACTED] @  
Customer Relationship Center - Truck Team  
[REDACTED] Office: [REDACTED]  
[REDACTED] Hours: [REDACTED] On: [REDACTED]

[REDACTED] I called and gave [REDACTED] the latest update on  
the fuel filter arrival - he is ready for his truck to be completed - advised dlr are working their best to get veh  
back out on the road and back to him safely. Next steps: call [REDACTED] for another update on fuel filter  
arrival and update [REDACTED] again followup [REDACTED] @ Customer  
Relationship Center - Truck Team  
[REDACTED] ext. [REDACTED] Hours: [REDACTED] On: [REDACTED] Office: [REDACTED]

cxs [REDACTED] ext [REDACTED] from customer call back [REDACTED] cust asks that fuel filter is broken and  
wants to know what its not covered , it cost [REDACTED] to fix the switch on the dump body is broken- the spring  
is broken and wondering why the dealer wont fix it- the dealer told him that he may have to get it fixed  
elsewhere-he says body came with truck and it was purchased by ford - the dealer stating that cant fix this  
Next steps: alert cxs,emailcxs, notate case [REDACTED] @ Customer  
Experience Specialist | [REDACTED] CRC [REDACTED]

note to self [REDACTED] Calling dlr to see why they are unable  
to repair cust: ven before I call him back - all sa busy with cust [REDACTED]

SUBJECT-B GCCT

[REDACTED] Ext [REDACTED] : I called and gave cost for repairs to Mr. [REDACTED] and he agreed to his portion. Customer [REDACTED] Total [REDACTED] called dlr and told SA let [REDACTED] know cust agree and to go ahead with repair. next steps: call [REDACTED] or [REDACTED] know date [REDACTED] labor part [REDACTED] fixed -fuel filters

To: [REDACTED] Thank you for contacting [REDACTED] allowing us to assist you with your [REDACTED] concerns. We have not been able to reach you by phone. We are pleased that your vehicle has been repaired to satisfaction and hope that you find that contacting [REDACTED] to advocate for you was valuable. Our goal is to be sure our [REDACTED] owners continue to support our brand which is why we do our best in partnering with your dealership to assist in any way possible. On [REDACTED] you reported concerns with the fuel system to [REDACTED] Customer Relationship Center. We were able to open a case for you and confirm the fuel system in your vehicle needed another fuel filter. We understand your vehicle was down from [REDACTED] to [REDACTED]. That is a true inconvenience and hope that you would contact us immediately if you have future concerns with this vehicle while in service so we can be more active in the repair from the beginning. We assist with the cost for the fuel filter for you being such a Loyal customer to our brand. [REDACTED] amount [REDACTED] Customer amount [REDACTED]. We hope that your experience met your expectations. If there were any delays in your repair we sincerely apologize as we are working against some tough times and appreciate your patience. If you have any further questions or concerns regarding this repair please let us now by contacting us via phone within the [REDACTED] with your case [REDACTED]. Thank you for your time and loyalty.



CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] NA CRC COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | Has been to dealer |

DEALER NAME [REDACTED]  
PA CODE: [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] MIDDLE: [REDACTED]  
ADDRESS [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] N | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]

SYMPTOMS: Start/Run/Move | Fluids | Engine Oil | Visible Leak

ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

[REDACTED] EXT: [REDACTED] M-F IBC From [REDACTED]:  
[REDACTED] states that she would like to file a complaint with the service she has received from the service she received at the dealership. [REDACTED] states that her son has been having a lot of issues with the truck he recently bought. [REDACTED] states that the backup camera on the truck did not properly work when they purchased the vehicle. [REDACTED] truck is leaking oil and was advised that a hose would be ordered. Her son was advised that he can still drive the truck. They did not provide a loaner or a rental for the cust. SA [REDACTED] Dealership: One tire was uneven they rotated the tires. [REDACTED] has an oil leak and the oil pan has been ordered. He states that they are not aware of anything wrong with the water in fuel. He also stated that they did advise that they would take care of the tire concern after the cust drove [REDACTED]. He states that he did not advise that he would receive new tires. [REDACTED] was conferenced in on the call. She stated that she does not think the truck should be driven with an oil leak. She was advised that the truck is okay to drive in spite of the concerns. He stated that they do not have any rental or loaners for him to drive. Service manager hung up because Ms. [REDACTED] stated that all he says is that you are going to take care of the concern but does not provide a course of action.

Case Number : [REDACTED] Owner : [REDACTED] GUID : [REDACTED] Owner Country : [REDACTED]  
[REDACTED] Owner State : NC Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED]  
LTV Score : 99 Vehicle Purchase Status : Original Owner Vehicle Purchase Date : [REDACTED] Credit [REDACTED]  
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] T/C DSL Transmission Specification : Warranty  
Start Date : [REDACTED] Open Recall : [REDACTED] ESP : Routine Contact : No Warranty History : Multiple repairs  
com

[REDACTED] EXT: [REDACTED] M-F IBC from [REDACTED]:  
[REDACTED] states that other warning indicators on the truck are currently on and that he was still advised that it is okay to drive the truck. I provided the cust with the number for Roadside. I advised the cust that they can pay for a [REDACTED] rental and we would be able to refund [REDACTED]. I advised the cust that I would be able to complete a follow up on [REDACTED] and provide an update.

[REDACTED] EXT: [REDACTED] M-F [REDACTED] Dealership: I  
called and spoke with the SM [REDACTED]. He states that the concern regarding water in fuel has been addressed. He states that they are still waiting on the oil pan and has advised the cust that he can come pick up his truck. [REDACTED] I called Ms. [REDACTED] regarding the vehicle. She states that they are going to keep the vehicle there until the oil pan arrives. She states that her son called and spoke with the SM and he also hung up in his face. She states that she is not satisfied with any of the service she has received. I advised her that she can take the truck for a [REDACTED] after the repairs are complete. Next Steps: Call the dealership and check the status of the repairs.

[REDACTED] EXT: [REDACTED] M-F [REDACTED] Dealership: I  
called and spoke with [REDACTED] and she states that they ordered the oil pan and they are currently waiting on Gaskets that have not arrived. She states that the gaskets are on Backorder she is not able to provide the ETA for arrival. I asked to be transferred to parts. I spoke with [REDACTED]. He provided the details to complete an escalation. He stated that there is also a [REDACTED] Case open. [REDACTED] I called Ms. [REDACTED] and provided her with the current status. I advised her that the Gasket has been escalated. I advised her that her son can keep an eye on the Oil life as well as I can. I advised her that I will follow up with her on Tuesday 10/20/ [REDACTED]. Next Steps: Check status of the Part.

Part #: [REDACTED] Replacing Part#: N [REDACTED] reads: Stock intransit. However, there is a transportation delay. ETA for receipt of parts is week of [REDACTED] SME verified part is E/O: Y Prior level Asy: N Next level Asy: N D2D indicates [REDACTED] have part avail to sell HVBOM Part #: [REDACTED] Date off Backorder: [REDACTED]

[REDACTED] EXT: [REDACTED] M-F [REDACTED]: I  
called and spoke with [REDACTED]. She states that now her son is having a gas leak. She states that he is taking the truck in on [REDACTED] for repairs. She states that a loaner is needed if the repair will take [REDACTED]. I advised her that I will call her son as well. I called and spoke with [REDACTED]. I provided him with an update regarding the current status. I advised him that I will continue to reach out to the dealership until all repairs are complete. I advised him that I will follow up with Service on [REDACTED] to receive the ETC for the repair. Next Steps: Check repair status and provide and verify if cust will need a loaner

[REDACTED] Dealership: I called and spoke with [REDACTED]. He states that the cust recently dropped off the vehicle. He states that if the concern is regarding a fuel leak, they will be able to have the vehicle ready for pick up in the morning. He stated that they would just replace the fuel filter. [REDACTED] I called the cust and left a detailed message when he did not answer the call. I then called his mom and spoke with her directly. She states that her son was advised that the repair can be completed as early as [REDACTED]. I advised her that I was advised the same thing from [REDACTED] and that the repair would only take [REDACTED]. No rental or loaner is needed at this time. I advised her that I will follow up on [REDACTED]

[REDACTED] EXT: [REDACTED] M-F [REDACTED] Dealership: I  
called and spoke with [REDACTED] in service. He states that they resolved the fuel leak concern. He states that they believe that is what the cust thought was oil leaking in the driveway as well. He states that they added dye to the oil to verify. I advised him that I will continue to follow up with him and the cust until all repairs are resolved. [REDACTED] cust: He did not answer the call. I left a detailed message. I advised him that I will continue to check in until all concerns have been resolved. [REDACTED] Delegate: I called the mom and left a detailed message as well. Next Steps Call cust on [REDACTED] and verify that all concerns are resolved.

[REDACTED] SUBJECT-B GCCT

██████████ EXT: ██████████ F ██████████ C to ██████████: I called the cust to verify that his vehicle has been repaired and he does not have any current concerns. He advised that the order is no longer present with his truck and is not currently leaking any fluids. I advised the cust that I can add an ESP as a courtesy. ██████████ states that his currently has an ESP with ██████████. He stated that he prefers a Maintenance plan. His current mileage is ██████████. I advised that I will complete the process for Basic Maintenance and will follow up with him on ██████████. ██████████ then asked what steps will be completed regarding his Feedback case. I advised him that it will be addressed by someone else and he will be contacted if additional information is needed. Next Steps: Verify if Maintenance plan has been added to VIN.

██████████ EXT: ██████████ F ██████████ Requested Maintenance Plan due to having an ESP with the dealership. Maintenance plan added. Case Number: ██████████ Basic Maintenance - Diesel: •As an offer of goodwill, I would like to offer you a ██████████ Protect Basic Maintenance Plan valued at ██████████. •Coverage will begin once the plan is processed and you will be covered ██████████. •This plan covers all of your scheduled maintenance like oil and filter replacement, tire rotation, and multi-point inspection. •This is a prepaid plan, meaning you pay nothing for covered services. •Do you approve of this offer? Upon your approval, I will begin the process to purchase this service plan on your behalf.

██████████ EXT: ██████████ F ██████████ C to ██████████: I called Mr. ██████████ and advised him that the Maintenance plan has not been applied to his VIN. He did not answer the call. I left a detailed message advising that I will follow up with him on ██████████. Next Steps: Check to see if the maintenance plan has been added.

██████████ EXT: ██████████ F ██████████ C to ██████████: I called the cust and advised that the Maintenance plan has not been added to his VIN. I advised him that I will follow up on ██████████. Next Steps: Verify if the VIN has been added to cust vehicle.

██████████ EXT: ██████████ F ██████████ C to ██████████: I called the cust and advised that the Maintenance plan has not been added to his VIN. I advised him that I will follow up on ██████████. Next Steps: Verify if Maintenance Plan has been added.

██████████ EXT: ██████████ F ██████████ C to ██████████: I called the cust to advise that the maintenance plan has been added. He did not answer the call. I was not able to leave a message. I then sent a Recap email ██████████ C to Delegate: I called the delegate to provide an update as well. She did not answer the call. I left a detailed message. Next Steps: I will ██████████ Net the case for closure.

██████████ EXT: ██████████ F Pe ██████████ Net I will resolve the case cust is satisfied with the service he has received.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] NA CRC COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria

DEALER NAME [REDACTED]  
[REDACTED] CODE [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB DRW  
LAST NAME [REDACTED] MIDDLE: [REDACTED] | [REDACTED] T |  
ADDRESS [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] Y | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]

SYMPTOMS: Start/Run/Move | Odor | Fuel | Intermittent

ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED] Contact via: Mobile Phone Preferred phone time: Anytime after [REDACTED] Email: [REDACTED]  
[REDACTED] PER CUST SAYS: Car towed in for service on [REDACTED] Fuel line and fuel injector that goes up to the fuel filter broke. Was just driving and smell fuel and veh got shut off. Dlr do not have a loaner vehicle. And he looked by himself and would like to be reimbursed. Cost [REDACTED] AS PER CUST [REDACTED] SAYS: N/A CRC ADVISED: Thank you for reaching out to [REDACTED] with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within 1 business day to assist you. Your case number is [REDACTED] LTV 95

[REDACTED] Case Number : [REDACTED] Customer : [REDACTED] GUID : [REDACTED] Customer Country : [REDACTED] Customer State : CA Business Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 95 Vehicle Purchase Status : Original Owner Vehicle Purchase Date : [REDACTED] Credit Contract Number : NA Part Number : NA Dealer Name : [REDACTED] SA : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : [REDACTED] SUPER DUTY Mileage : [REDACTED] Engine Specification : [REDACTED] V8 T/C DSL Transmission Specification : [REDACTED] AUTO TRANS ( [REDACTED] ) -LG DSL Warranty Start Date : [REDACTED] Open Recall/FSA : [REDACTED] ESP : [REDACTED] Hotline Contact : NA Warranty History : [REDACTED]

[REDACTED] : called [REDACTED] on [REDACTED] to obtain information on financial assistance request.. [REDACTED] did not answer left a voicemail as well as sent an email as well as provided contact details and number Name: [REDACTED] Address: [REDACTED] Phone: [REDACTED] Email: [REDACTED] Mileage: [REDACTED] VIN: [REDACTED] Next Steps: f/u with customer on [REDACTED] to [REDACTED] Office: [REDACTED] Customer Experience Specialist [REDACTED]

[REDACTED] CKS - [REDACTED] OBD: spoke to [REDACTED] stated that the maintenance was out of warranty as we as informed me that the vehicle at the shop does not match the vehicle we have on file.. Ms. [REDACTED] stated that she has a [REDACTED] explorer at the shop with VIN# [REDACTED] .. also stated repairs estimated amount - [REDACTED] Parts: [REDACTED] Labor: [REDACTED] Cust info: [REDACTED] ADDRESS: [REDACTED] PHONE: [REDACTED] EMAIL: [REDACTED] DEALER: [REDACTED] SERVICE MANAGER: YMM [REDACTED] Mileage: [REDACTED] VIN: [REDACTED] Next Steps: F/U WITH CUSTOMER TO VERIFY VIN NUMBER AS [REDACTED] DETAILS TO PROCESS FINANCIAL ASSISTANCE REQUEST [REDACTED] Office: [REDACTED] Customer Experience Specialist [REDACTED]

[REDACTED] Good afternoon [REDACTED] My name is [REDACTED] and I your customer experience specialist as well as you [REDACTED] in contact for your case. I was calling earlier to confirm some information to continue your financial assistance request process to have that request sent to the proper department. I was needing to verify some information before I can go further with this case, I will also be your [REDACTED] of contact with the dealer as well. I will be leaving a bit [REDACTED] due to a family matter and I do not work on the weekends. But I would like to leave you my contact details and you can contact me whichever method word best for you at your earliest convenience if possible. I will follow up with you on [REDACTED] between the hours of [REDACTED] We thank you for being a loyal [REDACTED] customer, have a great weekend. [REDACTED] Office: [REDACTED] Customer Experience Specialist [REDACTED]

[REDACTED] CKS - [REDACTED] : called to speak with to mr. [REDACTED] to confirm information for rental assistance request on [REDACTED] Mr. [REDACTED] did not answer .. left a voicemail as well as left contact details Name: [REDACTED] Address: [REDACTED] Phone: [REDACTED] Email: [REDACTED] YMM [REDACTED] Mileage: [REDACTED] VIN: [REDACTED] Next Steps: f/u with customer by the end of the day [REDACTED] Office: [REDACTED] Customer Experience Specialist [REDACTED]

[REDACTED] CKS - [REDACTED] : Called [REDACTED] to see what he was seeking from [REDACTED] s vehicle broke down [REDACTED] and he brought the vehicle to dealership and since vehicle was off road he has to rent his own vehicle. [REDACTED] is wanting reimbursement for rental. [REDACTED] was currently driving while on the call/ emailed him case number as well as my contact information Name [REDACTED] Address: [REDACTED] Phone: [REDACTED] Email: [REDACTED] YMM [REDACTED] Mileage: [REDACTED] VIN: [REDACTED] Next Steps: Complete Financial assistance request/ follow up with dealer for part order number as well as other details [REDACTED] Office: [REDACTED] Customer Experience Specialist [REDACTED]

[REDACTED] Good evening [REDACTED] We spoke earlier and since you was currently driving I wanted to give you my contact information. [REDACTED] again my name is [REDACTED] I am you customer experience specialist as well as you [REDACTED] in contact on this case. I will also be in contact with the dealer to obtain the on the repairs your vehicle received while at the dealership. I will be in contact to keep you updated in your case , you can always give me a call or send me an email if you have any questions or concerns. Your case # is CAS- [REDACTED] Once again we really appreciate you being a loyal [REDACTED] customer and you have a great rest of your evening [REDACTED] Office: [REDACTED] Customer Experience Specialist [REDACTED]

[REDACTED]: Called [REDACTED] to inform that after reviewing my resources, there are no warranties in effect that cover his current concerns but informed him that he does have a premium care esp with roadside assistance.. provided [REDACTED] with the esp admin number to see if they can cover the rental. [REDACTED] informed me to email him the information bc he was out at work Name: [REDACTED] Address: [REDACTED] Phone: [REDACTED] Email: [REDACTED] YMM: [REDACTED] Mileage: [REDACTED] VIN: [REDACTED] Next Steps: resolve case/ close [REDACTED] @ [REDACTED] Customer Experience Specialist [REDACTED] Office: [REDACTED] ext. [REDACTED]

Good Afternoon [REDACTED]. I just got off the phone with you to inform you that You could contact the roadside assistance extended service plan that you do have to see about that reimbursement for the rental. Here is their information - [REDACTED] please give them a call to get that reimbursement issue resolved If you have any further questions or concerns regarding this concern please let us now by contacting us via phone within the [REDACTED] with your case [REDACTED]. Thank you for your time and loyalty. I appreciate you for contacting [REDACTED] and allowing us the opportunity to make this right and keep you as a loyal customer. Thank you for being a valued customer, we appreciate your business [REDACTED] @ Truck Team [REDACTED] Customer Experience Specialist [REDACTED] Office: [REDACTED] ext. [REDACTED] Fri [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] NA CRC COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria

DEALER NAME [REDACTED]

[REDACTED] CODE [REDACTED] SALES CODE [REDACTED]

REGION: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED]

MODEL: [REDACTED] MILEAGE [REDACTED]

BODY STYLE: [REDACTED] CREWCAB SRW

LAST NAME [REDACTED] E MIDDLE: | |

ADDRESS:

[REDACTED] ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Driving Performance | Runs Rough | UNKNOWN | UNKNOWN

ANALYST NAME: # [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] from cust. death  
wobble, leaking fuel, recall on steering damper. Fuel filter, quote [REDACTED]  
Mileage [REDACTED] Confirmed FLP guidelines.  
[REDACTED]  
Case Number : [REDACTED] Customer : [REDACTED] CHIROPRACTIC GUID : Customer  
Country : Customer State : Business Phone : Home Phone : Mobile Phone : LTV Score : 94 Vehicle  
Purchase Status : Original Owner Vehicle Purchase Date : [REDACTED] Credit Contract Number : Part  
Number : [REDACTED] Name : [REDACTED] Sales [REDACTED] P&A [REDACTED] Phone : [REDACTED] VIN :  
[REDACTED] Year : [REDACTED] Make : [REDACTED] Model : [REDACTED] Y Mileage : [REDACTED] Engine  
Specification : [REDACTED] HPCR V8 I/C DSL Transmission Specification : [REDACTED] AUTO [REDACTED] LG DSL  
Warranty Start Date : [REDACTED] Open Recall/FSA: [REDACTED] DOOR LATCH FREEZING CONCERNS 19S48  
UNINTENDED TAILGATE OPENING [REDACTED] CARPET SHIELDING AND INSULATION REWOR [REDACTED]  
STEERING LINKAGE DAMPER EXTENDED COVERAGE ESP : No Hotline Contact : No Warranty History :  
Yes  
[REDACTED] [REDACTED] [REDACTED] [REDACTED] dlrshp.  
[REDACTED] advised its a maintainable item that would not be covered under warranty. Fuel filters should  
be changed [REDACTED] RO Date [REDACTED] Line A Mileage [REDACTED] Parts [REDACTED]  
Customers contact number: [REDACTED]  
[REDACTED] [REDACTED] [REDACTED] [REDACTED] obc to dlrshp.  
[REDACTED] advised its a maintainable item that would not be covered under warranty. Fuel filters should be changed [REDACTED]  
[REDACTED] RO Date [REDACTED] Line A Mileage [REDACTED] Parts [REDACTED]  
Provided cust [REDACTED] towards repair.  
[REDACTED] [REDACTED] [REDACTED] [REDACTED] obc to cust.  
Advised cust we would assist with [REDACTED] towards the repair.  
[REDACTED] [REDACTED] [REDACTED] [REDACTED] Approval code:



CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT [REDACTED]  
RESPONSE TEAM [REDACTED] Escalation NA [REDACTED] COMMUNICATION: Phone  
CASE CLASS LV [REDACTED]: Vehicle Concern | FIN Assist Request | CCT Criteria |

DEALER [REDACTED]  
[REDACTED] CODE [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB DRW  
LAST [REDACTED] FIRST [REDACTED] MIDDLE: | |  
ADDRESS:  
[REDACTED] COUNTRY: | | |  
HOME PHONE:  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST [REDACTED] OPEN ANALYST [REDACTED]  
COMMENTS:  
[REDACTED]

CONTACT VIA: Email  
Name: [REDACTED]  
Phone: [REDACTED]  
Email: [REDACTED]  
Position: [REDACTED] Support Specialist  
FIN: [REDACTED]

CUST SAYS:  
F [REDACTED] the dlr stated that it was the fuel filter leaking, and it is still leaking and now it needs a line, and now the line is going to be [REDACTED] for the repair and they just got charged for the [REDACTED] for the filter. He would like to know if [REDACTED] can

Dlr Contact: [REDACTED]  
Per [REDACTED] [REDACTED] SAYS:  
n/a

[REDACTED] ADVISED:  
I am your [REDACTED] [REDACTED]. I will work with the dealership and stay in contact with you so we can resolve this issue. I will contact the dlr and contact you back [REDACTED] by the COB.

[REDACTED] ext [REDACTED] C to the dlr [REDACTED] spoke to [REDACTED], the cust ripped the line off and broke it, the cust called in and stated that the fuel was leaking, the fuel filter cap has a hole in it and it was replaced the fuel filter, once the guys got there they went out to the truck and the cust stated that the fuel line was broken by them and it needed to be replaced. Repairs are being done and it is in process. [REDACTED] at the latest is when the repair would be complete. [REDACTED] advised that I will follow up with the cust and let him know that we are unable to assist with the cost of the repair as the concern was not due to a manufacturers defect.

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

Good Afternoon,

I spoke with [REDACTED] at [REDACTED], and after the review of the information, unfortunately [REDACTED] is unable to assist with the cost of the repair as the concern is not due to a manufacturers defect. [REDACTED] stated that the repairs should be completed by no later than [REDACTED]. I will follow up with [REDACTED] on [REDACTED] and update you at that time as well. If you have any questions or other concerns, please let me know.

Thank you for your time,  
[REDACTED]

[REDACTED]  
[REDACTED] Customer Service Manager  
[REDACTED] ext [REDACTED]  
[REDACTED] ext [REDACTED] OBC to the dlr [REDACTED] spoke to [REDACTED], the veh is repaired and the cust picked up the veh.

[REDACTED] SUBJECT-B GCCT

[REDACTED]

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

Good Afternoon,

I spoke with [REDACTED] and he stated that the vehicle is repaired and back with you. I just wanted to touch base with you to ensure that the repairs are to your satisfaction. If you have any questions or other concerns, please let me know.

Thank you for your time,

[REDACTED]  
[REDACTED]  
[REDACTED] Customer Service Manager

ext [REDACTED]

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

Yes, I believe the facility it is assigned has retrieved this vehicle. I will speak with them and gather their insight.

I am still disturbed by the repair process. I am a ASE Master Technician of [REDACTED] now. Technician for all of my life. I have seen and heard just about everything when it comes to gasoline and diesel powered vehicle repairs. I know I have misdiagnosed a vehicle repair or [REDACTED] in my time. [REDACTED] we (the company) did make things right with our customer. Either refunding labor costs for the misdiagnosed repair or making the actual repair that was needed at a discounted rate. I see we The State Of [REDACTED] even with all of our current vehicle purchase contracts with an annual spend of [REDACTED]. We do not receive a fair shake with a misdiagnosed repair. This is all my opinion! I told the service writer that the vehicles issue was a fuel leak. That to me entails someone (technician) would properly inspect the vehicle for such reported fuel leak. Then quote the repair and once approved make factual/actual repair. The vehicle was quoted to need fuel filters replaced, as well as needing several up-sale maintenance items that is seen in virtually every shop. Most of which is actually rarely performed, but always billed for!

So I am looking at this thing from a unique perspective. Being from all sides of the spectrum.

Hope you keep safe, [REDACTED] is not playing around with mankind!

[REDACTED]  
[REDACTED] Support Specialist

NC [REDACTED]  
[REDACTED] Facility Management

Phone: [REDACTED]  
Cell: [REDACTED]

[REDACTED] M closing case

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Information Provided  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] Escalation NA CRC COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Outside Criteria |  
DEALER NAME [REDACTED]  
[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: MEDIUM HEAVY MILEAGE: [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB DIESEL STRAIGHT  
LAST NAME [REDACTED] MIDDLE: | |  
ADDRESS:  
[REDACTED] COUNTRY: | | |  
HOME PHONE:  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME [REDACTED] OPEN ANALYST NAME: [REDACTED]  
COMMENTS:  
[REDACTED]

CUST SAYS:  
Has an [REDACTED] at [REDACTED]. Fuel filter was changed [REDACTED] but he was left stranded [REDACTED]  
[REDACTED] and the diesel was leaking and was told there is corrosion and is not warrantable and the dealership  
says it is not their fault. The truck does not run and he is still making payments on the truck but is going to talk  
to his wife about what kind of assistance he is looking for in the aspect of it being down.

[REDACTED] ADVISED:  
[REDACTED] advised I will look into this and follow up with him by [REDACTED]. [REDACTED] advised I will send an email with  
my contact information.

OBE TO CUST:

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

Hello,

This is the [REDACTED] [REDACTED] you spoke with regarding your [REDACTED] at [REDACTED]. I am  
sending this so you have my contact information.

For your reference, the case number I created is in the subjectline and my contact information is below.

Office [REDACTED]

Next steps: Contact dlr for repair info and update cust on [REDACTED]

[REDACTED] TO [REDACTED]: busy tone

[REDACTED] TO [REDACTED]: busy tone

[REDACTED] TO [REDACTED]: Spoke to a woman in service who says the truck is under [REDACTED] and  
I should speak with [REDACTED] because that is who has access to the RO and adviser information. [REDACTED] provided  
contact information.

VOICEMAIL [REDACTED]: Calling from [REDACTED] o return my call for [REDACTED] and would like me to  
call her back at [REDACTED].

[REDACTED] TO [REDACTED] @ [REDACTED]: Spoke to [REDACTED] who says the RO is [REDACTED] and there is rust in the fuel  
lines, they took a pictures and the rust is very visible. [REDACTED] requested the pictures to be sent to my email.  
[REDACTED] advised I will send her an email so she can reply to it. Her email address is  
[REDACTED]

[REDACTED] SUBJECT-B GCCT

[REDACTED]

OBE TO [REDACTED]:

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

Hi [REDACTED],

This is [REDACTED] the [REDACTED] working with [REDACTED]. I am sending this so you can reply with some pictures that were taken of his truck.

Thank you,

[REDACTED]  
Customer [REDACTED] Manager  
Office [REDACTED]

[REDACTED]

OBE TO CUST:

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

Hello,

I spoke with the service adviser [REDACTED] that is handling your [REDACTED] at [REDACTED]. We are still looking into this and I will follow up with you by [REDACTED].

Sincerely,

[REDACTED]  
Customer [REDACTED] Manager  
Office [REDACTED]

[REDACTED]

Next steps: Follow up with dlr for pictures if needed and update cust on [REDACTED]

[REDACTED]  
Customer [REDACTED] Manager  
[REDACTED]

[REDACTED]

OBE TO [REDACTED]:

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

Hello,

We spoke on the phone on Friday regarding [REDACTED] [REDACTED] ([REDACTED]). Can you please send me the pictures that were taken of the rust?

Thank you,

[REDACTED]  
Customer [REDACTED] Manager  
Office [REDACTED]

[REDACTED] SUBJECT-B GCCT

IBE FROM [REDACTED]

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

Good morning,

Attached is the photo of rust in the fuel line.

Thank you,

[REDACTED]  
Warranty Administrator  
[REDACTED]

activity complete

VOICEMAIL [REDACTED]: Calling about his [REDACTED] that is at [REDACTED] and would like me to contact him back at [REDACTED]

[REDACTED] TO CUST [REDACTED]: [REDACTED] advised that after review, it appears that either water or some other contaminant entered the high pressure fuel pump and is not considered a manufacturers defect and cannot be covered under [REDACTED]'s warranty. They use the same fuel pumps that semi trucks use and he uses the [REDACTED] dealership for maintenance. [REDACTED] just repaired this part about 2 months ago so he thinks they may have caused this. [REDACTED] advised he can get a [REDACTED] opinion and if it is determined to be a workmanship issue, he will need to handle it between himself and [REDACTED] as the dealerships are privately owned and operated and warranty does not cover workmanship concerns. He wants to know if this is a lawsuit, [REDACTED] advised if that is the route he chooses to take.

CASE ATTACHMENTS:

[REDACTED]

[REDACTED]

[REDACTED] [Fuel](#) [REDACTED] [REDACTED]





CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] NA CRC COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | Has been to dealer |  
DEALER NAME [REDACTED]  
[REDACTED] CODE: [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] SUPER DUTY MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] MIDDLE: [REDACTED]  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY [REDACTED] | CA | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:  
[REDACTED]

\*\*[REDACTED] speaker needs a [REDACTED] speaker.

[REDACTED]  
Mileage: [REDACTED]

At [REDACTED] in [REDACTED]

Has had the same problem [REDACTED] now. Leaking Diesel fuel. Said [REDACTED] it was leaking as well. Now it's doing it again.

Took it to a 3rd party dlr [REDACTED]

But this [REDACTED] he took it to a [REDACTED] dlr. Since it's not safe to drive it with leaking Fuel while driving.

Wants this fixed and no happen again.

Says he can't take it back to the one that fixed it [REDACTED] since they are [REDACTED] away, he wants [REDACTED] to fix it this time.

#### [REDACTED] PASSENGER SIDE REAR AXLE SHAFT INSPECTION

\*\*next step to call dlr. Find out who is the SA on the case.

[REDACTED]  
office: [REDACTED]

[REDACTED] to [REDACTED] SA is [REDACTED], she is with a customer, being sent to the VM. Left all the case information and my email for faster communication. Asked if they have diagnosed it yet and if they require extra tech assistance to find the cause of the problem. \*\*no hotline open at this time. [REDACTED]

[REDACTED] office: [REDACTED]

Case Number : [REDACTED] Customer : [REDACTED] Phone : [REDACTED]  
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 96 Vehicle Purchase Status : [REDACTED]  
Subsequent Owner : [REDACTED] Credit Contract Number : [REDACTED] Part Number : NA Dealer Name : [REDACTED] Dealer  
P&A : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : F  
250 Mileage : [REDACTED] Engine Specification : [REDACTED] HPCK V8 17C DSL Transmission Specification : 6 SP  
AUTO TRANS [REDACTED] LG DSL Warranty Start Date : [REDACTED] Open Recall/FSA : [REDACTED] PASSENGER  
SIDE REAR AXLE SHAFT INSPECTION ESP : None listed Hotline Contact : None Warranty History : None  
showing from [REDACTED]

OBE to cust: Good morning, I did reach out to [REDACTED], and found that your service advisor is [REDACTED]. I have left a voice message with your case number and my email for her to reach out to me and let me know what the status is of their findings for why it started leaking fuel again. I will let you know as soon as I hear from her and what the next steps will be for your vehicle. If I do not hear from her [REDACTED] I will give her a [REDACTED] for diagnosing in case the dealership is very busy and will call her again by [REDACTED]. I will also send them a message through your case as well. I will keep you updated as to the status of your vehicle with any information as soon as I have it. Have a great afternoon and please stay safe. Thank you for being part of the [REDACTED] family [REDACTED] office: [REDACTED]

[REDACTED] C to cust: [REDACTED] No answer, went to Voicemail. OBE to cust: Good afternoon, I just tried to call you on your phone. I got a message from the dealership that your vehicle was completed and you were picking it up. Did you need further assistance from [REDACTED]? If you do not need further repair assistance since they discovered the concern and repaired it, please let me know and I can close your case. I am here until [REDACTED] I will keep an eye out for your reply. Have a great night and please stay safe. [REDACTED] office: [REDACTED]

[REDACTED] C to dlr: [REDACTED] sent to [REDACTED] She is looking up the case to see what it was that they did to the vehicle to stop the fuel leak. Found that the fuel filter was leaking fuel. found aftermarket crank connected to the fuel filter. [REDACTED] office: [REDACTED]

[REDACTED] C to cust: [REDACTED] Cust says that they told him that filter was cracked. Drove it yesterday, and so far no problem he says that it might take a few [REDACTED] before they see if this is not going to happen again, but he is happy they fixed it so quick for him. Can close the case. [REDACTED] office: [REDACTED]

Safety net Has the customers vehicle been repaired? Yes What was the repair? Fuel filter/aftermarket part leaking Did we provide Fin assist? No was not requested Did we meet the customers expectations? it was repaired in a [REDACTED] without our assistance at all. Is the customer satisfied? Yes he is happy and said he will have to wait for a few [REDACTED] to see if the leaking fuel happens again. What good will offer was made and was it accepted? None Has a recap Email been sent? Not yet.

[REDACTED]

OBe to cust: Good afternoon Mr. [REDACTED]. I know we just spoke on the phone but I would like to offer you our complementary Basic maintenance package for the trouble you had with the repeat repair of the fuel line. This is what it would be for. If you agree please let me know I can add it to your VIN and it will take about 3 days or so to show for use. If I do not see a reply by [REDACTED] then I will know you no longer want to be contacted. I will await your decision. Have a great day and please stay safe. • The plan begins at upload date and current mileage • Engine oil and filter changes • Multi-point inspections • Tire Rotations • Plan terms: [REDACTED], normal scheduled maintenance (varies by engine type) • Diesel exhaust fluid top off (at service interval visit). Thank you for being part of the [REDACTED] family. [REDACTED] office: [REDACTED] [REDACTED] [REDACTED] [REDACTED]

[REDACTED] [REDACTED]

Safety Net: Approved to Resolve

[REDACTED]

\*\*cust never responded to me about the ESP offer. OBE to cust: Good afternoon Mr. [REDACTED]. I wanted to thank you for your time on this case and for reaching out to me here at [REDACTED]. I am happy that I was able to help with getting your truck repaired quickly so you did not have to be without it for too great of a time. I will close this case down [REDACTED] but it can be reopened within [REDACTED] if the same concern happens again. Otherwise I can open a new one after [REDACTED]. Please keep my information so that if you do need help with repair assistance in the future I would be happy to create a new case and work with you on it. I hope you have a wonderful week and please stay safe out there. [REDACTED] office: [REDACTED] [REDACTED] [REDACTED] [REDACTED]

CASE ATTACHMENTS:

[REDACTED]  
Customer Experience Specialist  
[REDACTED]  
[REDACTED]  
[REDACTED] from Cust  
VIN: [REDACTED]  
Customer Name: [REDACTED]  
Customer Phone: [REDACTED]  
Customer Email: [REDACTED]  
Customer Address: [REDACTED]  
Concern: Customer paid [REDACTED] truck, [REDACTED] died, wiring - was fixed, sensors started failing,  
there is oil coming out of the truck now  
What customer is wanting from [REDACTED]  
Dealership Name: [REDACTED]  
VOR: [REDACTED]  
Rental Needed: NA  
Symptoms: Everything is covered with oil  
Copy Key Data: YES  
Mileage: [REDACTED]  
Vehicle Location: with [REDACTED]  
Resolution: Vehicle is not at the dealership yet, advising the customer that we can provide repair assistance  
once the vehicle arrives at the dealership.  
At that time they will be assigned a [REDACTED] Speaking Agent

Cont...  
Cust is outside [REDACTED] but has [REDACTED] w/Roadside Assistance and is still within the Powertrain warranty, explained to the cust that a rental would have to be applied to a warranty [REDACTED] and it would need to be discussed with the dealership.

Customer is demanding to speak to [REDACTED] his CXS but I let the customer know that his CXS is off on weekends she'll be back on [REDACTED] and can call him back customer said no I need to speak to her now and I keep informing she isn't here. [REDACTED] told the customer to take his vehicle to the dealership and when he does call her to let her know. Customer called and said he was calling back because that's what was asked of him. Customer said he needs to speak to [REDACTED] whenever she's back. Please call customer on [REDACTED]

Customer Relationship Center – Truck Team  
Office: Ext. Ext. Ext.

Sent an IM message on webex to CXS [REDACTED] on contacting the customer when she gets in on [REDACTED]

IM message: Good afternoon customer is requesting to speak with you about his vehicle. He was told to take his vehicle to the dealership and he did and was calling you back once he did so. Please call customer on [REDACTED] thank you! did let him know you do not work on the weekends so you'll call him on [REDACTED] when you get in customer.

Customer Relationship Center – Truck Team  
office. Ext. Ext. Ext.

Customer Experience Specialist, [REDACTED] @ [REDACTED] office: [REDACTED] Efax: [REDACTED] Hours of operation: [REDACTED] Customer [REDACTED] • Customer called to speak with [REDACTED] • CAS- [REDACTED] advised the customer when he called to speak with the assigned agent she was out of the office. • [REDACTED] advised the assigned [REDACTED] of his call to have her call back. • The customer stated his vehicle is currently at the dlrshp. OBE TO [REDACTED]: The customer [REDACTED] to discuss his case with you. His vehicle is at the dealership and he requires assistance. Please give him a call [REDACTED] The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. Kindest Regards, [REDACTED] Customer Experience Specialist, [REDACTED] @ [REDACTED] office: [REDACTED] Efax: [REDACTED] Hours of operation: [REDACTED] [REDACTED] from cust wanting to speak with agent. I reached out to agent via webx and informed to contact when available. Cust stated he wanted veh bought back by [REDACTED] batteries burnr censors for wipers did not work and changed censor now veh is leaking oil. Cust is requesting [REDACTED] agent and will inform [REDACTED] [REDACTED] Customer Experience Specialist, [REDACTED] @ [REDACTED] office: [REDACTED] ext. [REDACTED] [REDACTED] from cust wanting to speak with cxs agent ext [REDACTED] ext [REDACTED] stated veh has been there and does not see leak there and needs to get on int and did not leave keys need key ro signed and details signed by him

[REDACTED] P did [REDACTED] C to Dealer to find vehicle status, no answer from Service Dept.

Case reassigned for progression.

[REDACTED] to Customer: [REDACTED] with Customer regarding active case. Next Steps: F/u with Dlr and customer on regarding case. [REDACTED] Customer Experience Specialist, [REDACTED] @ [REDACTED] office: [REDACTED] Efax: [REDACTED] Case Number : [REDACTED] Customer : [REDACTED] Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 94 Vehicle Purchase Status : Original Owner : [REDACTED] Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : [REDACTED] P&A : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : [REDACTED] Mileage : [REDACTED] Engine Specification : [REDACTED] 17C DSL Transmission Specification : [REDACTED] AUTO TRANS ( [REDACTED] LG DSL Warranty Start Date : [REDACTED] Open Recall/FSA : [REDACTED] ESP : [REDACTED] NEW [REDACTED] PREMIUMCARE W/ROADSIDE Hotline Contact : n/a warranty History : [REDACTED]

[REDACTED] C to Dlr [REDACTED]: [REDACTED] spoke with receptionist [REDACTED] and informed [REDACTED] handling vehicle however is unavailable and will rely message to recontact. Next Steps: Contact dealer at a later time [REDACTED] Customer Experience Specialist, [REDACTED] @ [REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] to Dlr [REDACTED]: [REDACTED] with [REDACTED] active case. Next Steps: Contact customer regarding active case. [REDACTED] Customer Experience Specialist, [REDACTED] @ [REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] to Customer: [REDACTED] with customer regarding active case. Next Steps: F/u with Dlr and customer on [REDACTED] Customer Experience Specialist, [REDACTED] @ [REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] Customer called stating he missed a call from his [REDACTED] advised he has a scheduled F/U for [REDACTED]. Customer requested to be transferred to [REDACTED] S ext. I leave a vm I also emailed cxs to contact customer at his earliest convenience. [REDACTED] @ Customer Relationship Center – Truck Team CS1 [REDACTED] office: [REDACTED] ext. [REDACTED]

[REDACTED] C to Customer: [REDACTED] spoke with customer and informed vehicle is at dealer since [REDACTED] and is requesting a BB due to vehicle concern. Vehicle has a oil leak present. Customer informed he has been trying to contact with dealer and no updates on repair. Customer was provided with a loaner vehicle by dealer. Customer informed no aftermarket components installed. Vehicle is for personal use. •What specifically is causing the customer to want the vehicle bought back? Oil leak present and lost confidence with vehicle. •Have you had repairs completed for this concern at multiple dealerships? No, only [REDACTED]. •Registered owner(s) name(s) for the vehicle? [REDACTED]. •State where the vehicle is currently registered? [REDACTED]. •What was the exact date the vehicle was purchased? Customer will contact back with info. •State where the vehicle was purchased? [REDACTED]. •Name of the dealer where the vehicle was purchased? [REDACTED]. •Mileage on the vehicle at the time of purchase? 0 brand new •What is the vehicle's current mileage? [REDACTED]. •Is there a current concern with the vehicle? Yes •What is the repair status of the vehicle? Vehicle is currently at dealer. Is a loaner vehicle needed? No Next Stepss: Contact dealer and submit BB milestone. [REDACTED] Customer Experience Specialist, [REDACTED] @ [REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] C to Dlr [REDACTED]: [REDACTED] spoke with [REDACTED] and informed vehicle is at dealer since [REDACTED]. Tech is assigned and is waiting for parts for another concern to arrive. Fuel leak concern which customer believed was a oil leak has been resolved. Fuel filter housing had a crack and dealer replaced part. Dealer waiting for wiring harness for [REDACTED]. Parts should be arriving [REDACTED] and ETA of repair completion would be [REDACTED]. Next Steps: Contact customer back with repair status update from [REDACTED] [REDACTED] Customer Experience Specialist, [REDACTED] @ [REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] C to Customer: [REDACTED] spoke with customer and informed with repair status update from [REDACTED]. Customer understood however he informed he believes it was a oil leak and not a fuel leak. Next Steps: F/u with dealer and customer on repair status update on [REDACTED] @ [REDACTED] Customer Experience Specialist, [REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] DPS6 VIN LIST RESULTS = NO RETURN

[REDACTED] LTV Score : [REDACTED]  
Vehicle Purchase Status : ORG



Buyback request going through additional review, which may take up to an additional 5 days.

[REDACTED]®  
[REDACTED] Specialized Buyback Handling Team [REDACTED] Team

[REDACTED] C to Dlr [REDACTED]: [REDACTED] spoke with Sm Shawn and informed vehicle is repaired and delivered to customer. Next Steps: Contact customer with repair satisfaction and BB status update. [REDACTED]®  
[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED]  
[REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] to Customer: [REDACTED] spoke with customer and informed he has not driven vehicle yet to determine satisfaction however he will send additional photo documents regarding concern for BB review. [REDACTED] informed customer BB is still pending. Customer understood. Next Steps: F/u with customer on BB decision on [REDACTED]®  
[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED]  
[REDACTED] office: [REDACTED] Efax: [REDACTED]

----- Checked VIN and Report Historicals: None Owner Status: Original [REDACTED]®  
[REDACTED] Specialized Buyback Handling Team Specialist, [REDACTED] Team

After review, [REDACTED] does not meet state guidelines for buyback/replacement criteria for PA. BB Denied, however, additional support has been provided. Please have customer work with Sales Manager [REDACTED] and Staff for assistance. [REDACTED] off on [REDACTED] - [REDACTED] needs to be appraised and dealer is requested original wheels/tires be brought with the vehicle. [REDACTED] Talking Points: -  
[REDACTED] -Review note in milestone -Focus on getting [REDACTED] repaired -Recommend Dealer Engage Hotline for Repair Assistance -Follow Repair Assistance Procedures Per Process [REDACTED]®  
[REDACTED] Specialized Buyback Handling Team Specialist, [REDACTED] Team

[REDACTED] to Customer: [REDACTED] with customer to discuss BB decision and next steps: Next Steps: Contact customer at a later time [REDACTED] regarding BB denial. [REDACTED]®  
[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED]  
[REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] to Customer: [REDACTED] spoke with customer and informed with BB Denial as [REDACTED] is outside of presumption, 1 year or [REDACTED] from the [REDACTED] is referred customer for trade assistance to Sales Manager [REDACTED] Syndan and provided contact details. Next Steps: F/u with Dealer and customer on trade in outcome. [REDACTED]®  
[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED]  
[REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] C to Sales manager [REDACTED]: [REDACTED] with Sales manager [REDACTED] regarding trade outcome Next Steps: Contact Dlr at a later time [REDACTED]®  
[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED]  
[REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] C to Sales manager [REDACTED]: [REDACTED] with Sales manager [REDACTED] regarding Next Steps: Contact customer regarding trade in outcome. [REDACTED]®  
[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED]  
[REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] to Customer [REDACTED]: [REDACTED] spoke with customer and informed he has not been able to contact with Sales manager [REDACTED] yet regarding trade and informed he will contact him [REDACTED] Next Steps: F/u with Dlr and customer on trade offer acceptance [REDACTED]®  
[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED]  
[REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] from SM [REDACTED]: [REDACTED] spoke with Sales manager [REDACTED] informed he has scheduled customer to bring vehicle to dealer this [REDACTED] to have vehicle appraised. [REDACTED] provided sales manager email for updates on the outcome of the trade. Next Steps: F/u with Dlr and customer on trade offer acceptance [REDACTED]®  
[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED]  
[REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] C to Sales manager [REDACTED]: [REDACTED] spoke with Sales manager [REDACTED] informed customer did not show up for appt on [REDACTED] to have vehicle appraised. Next Steps: Contact customer regarding details from Sales manager [REDACTED]®  
[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED]  
[REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] to Customer: [REDACTED] spoke with customer and informed he was not able to bring vehicle [REDACTED] as he was sick and informed he will bring it to dealer this upcoming [REDACTED] and be in contact with Sales Manager [REDACTED] Next Steps: F/u with Dealer and customer on trade outcome [REDACTED]®  
[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED]  
[REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] C to Sales manager [REDACTED]: [REDACTED] with Sales Manager [REDACTED] regarding outcome of trade. Next Steps: Contact Dealer at a later time [REDACTED]®  
[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED]  
[REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] to Sales manager [REDACTED]: [REDACTED] with Sales Manager [REDACTED] regarding trade outcome. Next Steps: Contact customer regarding trade outcome. [REDACTED]®  
[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED]  
[REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] to Customer [REDACTED]: [REDACTED] spoke with customer and informed he wants a callback at a later time as he is currently busy. Next Steps: F/u with dealer and customer on trade in offer outcome [REDACTED]®  
[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED]  
[REDACTED] office: [REDACTED] Efax: [REDACTED]

\*\*\* [REDACTED] recieved voicemail from Sales manager [REDACTED] / informing customer did not show up with his vehicle to have it appraised for trade in options this [REDACTED] \*\*

[REDACTED] to Customer [REDACTED]: [REDACTED] spoke with customer and informed he has not been able to take vehicle to dealer to have vehicle appraised. Customer informed he will take vehicle to dealer [REDACTED] as he is off from work and be in contact with Sales Manager [REDACTED] Next Steps: Contact Sales manager regarding customer details. [REDACTED]®  
[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED]  
[REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED] C to Sales manager [REDACTED] @ cell [REDACTED]: [REDACTED] with [REDACTED] informed customer will be bringing vehicle [REDACTED] w to have vehicle appraised. Next Steps: F/u with dealer and customer on trade in outcome [REDACTED]®  
[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED]  
[REDACTED] office: [REDACTED] Efax: [REDACTED]

[REDACTED]

[REDACTED] case review. Customer does not seem to decide for a trade in, repairs completed no concerns. Ok to resolve.



CASE ATTACHMENTS:

[REDACTED]

[REDACTED]

[REDACTED]

CAUTION!!!  
DO NOT TOUCH ON DISPLAY TOUCH PANEL  
DURING INSTALLATION  
TO BE REMOVED BY THE CUSTOMER

Please check surroundings for safety

EN

ON



1

2

3



MEDIA



4

5

6

TUNE



MAX  
A/C

A/C

DUAL



START ENGINE



034006.9mi 8 P RNDM21

OK

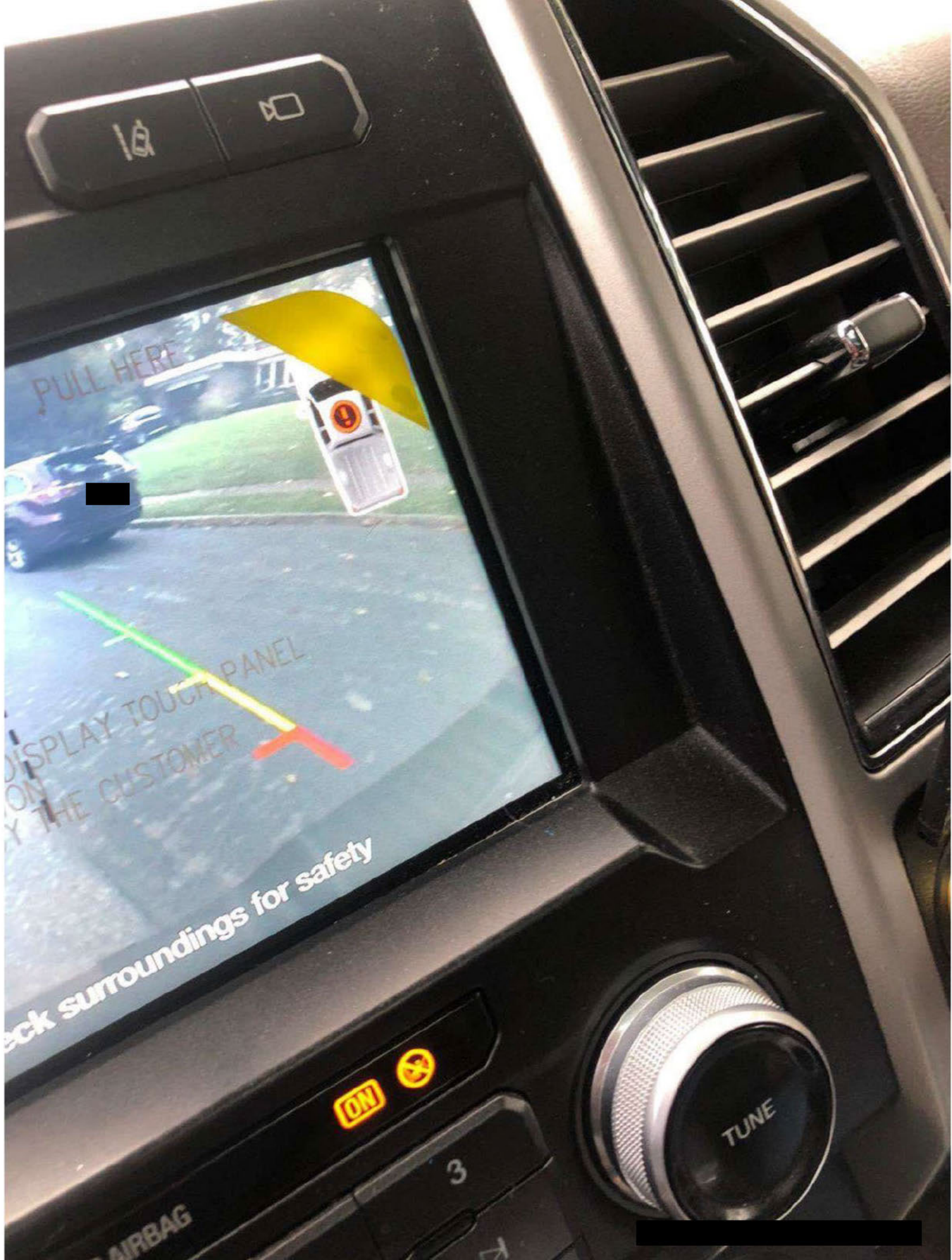
**P**

Check  
Park Aid

L H C T H E F 48 mi to E 0 40 Turbo psi













Editor







13:35 73° PULL HERE

CAUTION!!!  
DO NOT TOUCH ON DISPLAY TOUCH PANEL  
DURING INSTALLATION  
TO BE REMOVED BY THE CUSTOMER

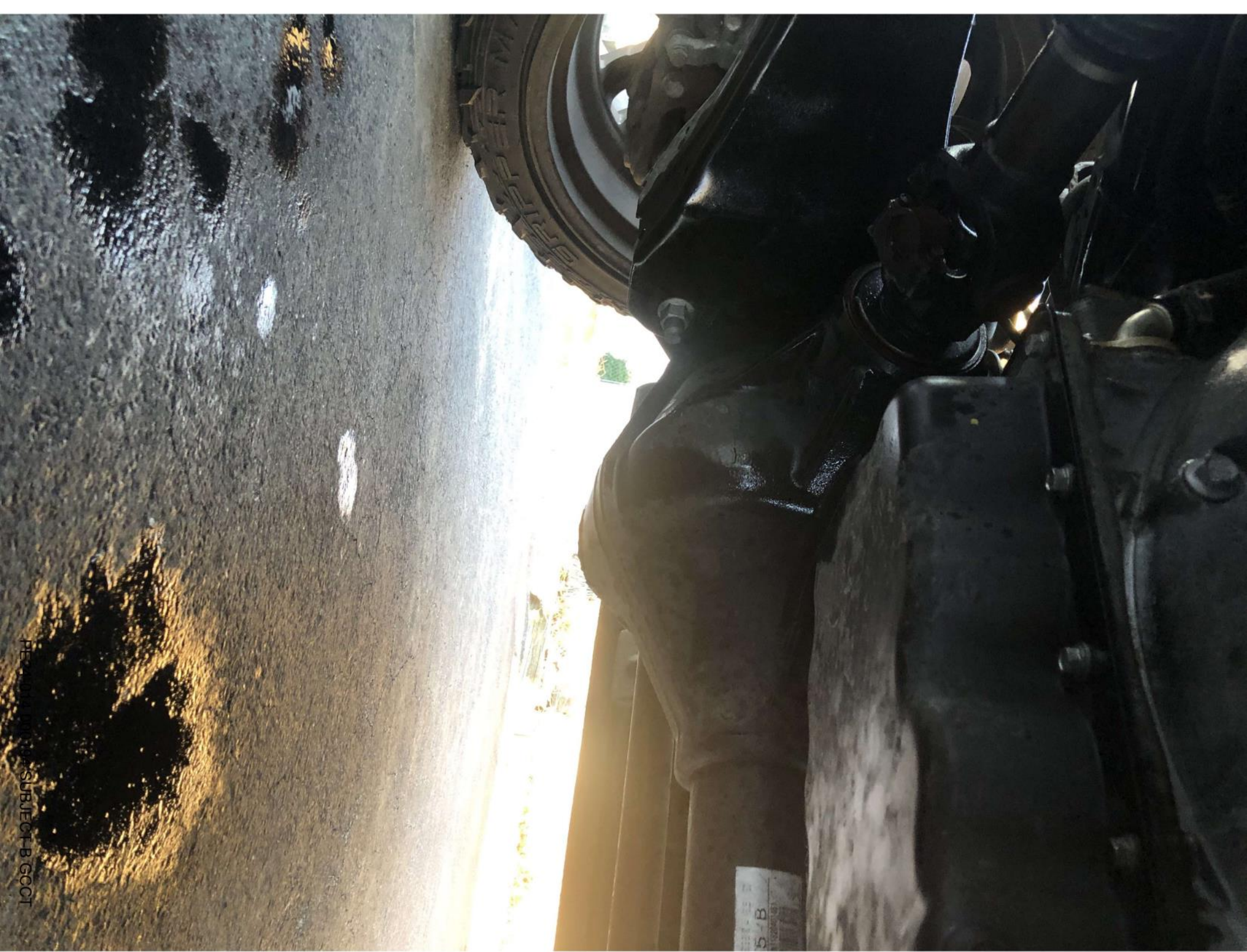


Audio    Temperatura    Teléfono    Navegación    Aplicaciones    Ajustes

PASSENGER AIRBAG











CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] NA CRC COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria

DEALER NAME [REDACTED]  
PA CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] SUPER DUTY MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] NAME MIDDLE [REDACTED] | [REDACTED]  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]

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

ANALYST NAME: # fordprodprojectadvocate

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

BCM: [REDACTED] CUST SAYS: question about warranty, i took it to the dlr [REDACTED] the fuel filter is broken and leaking fuel and now the dlr told me that im not cover under the warranty, the ven is at the dlr. They will fix it but i need to pay for. PER CUST. [REDACTED] SAYS: N/A CRC ADVISED: I will escalate your case/request to our [REDACTED] Customer [REDACTED] Manager who works daily with your dealership's management team. The [REDACTED] Customer [REDACTED] Manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [REDACTED] Customer [REDACTED] Manager will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer [REDACTED] Manager within [REDACTED]. The case number that I have established for you [REDACTED] is [REDACTED].

[REDACTED]

THIS IS THE CORRECT DOCUMENTATION. BCM [REDACTED] CUST SAYS: question about warranty, i took it to the dlr [REDACTED] the fuel filter is broken and leaking fuel and now the dlr told me that im not cover under the warranty, the ven is at the dlr. They will fix it but i need to pay for. PER CUST. [REDACTED] SAYS: N/A CRC ADVISED: Thank you for reaching out to [REDACTED] with this concern. I will be escalating this case to a Customer Experience Specialist on the escalated Truck support team. They will contact you through your preferred/best contact method within [REDACTED] to assist you. Your case number is [REDACTED].

[REDACTED]

Hello Mr. [REDACTED] Customer: [REDACTED] VIN: [REDACTED] My name is [REDACTED] CXS representative for [REDACTED] customer called in seeking assistance and I will need the following information. When was the vehicle dropped off? Please provide the diagnosis. Verify P&A code: RO: RO Date: RO Mileage: RO Line Number: Warranty Rate Labor Cost: Part Cost: Total Cost: As soon as I am provided this information I will share with customer and let you know what [REDACTED] will contribute as well as customer. Please let me know before [REDACTED] Thank You [REDACTED] Customer Experience Specialist Team [REDACTED] Office: [REDACTED]

[REDACTED]

\*WEB\*dealer code [REDACTED] date [REDACTED] mileage [REDACTED] 01 labor rate [REDACTED] labor cost [REDACTED] total [REDACTED]

[REDACTED]

[REDACTED] Customer Experience Specialist Team [REDACTED] Office: [REDACTED] mileage [REDACTED] 01 labor rate [REDACTED] labor cost [REDACTED] total [REDACTED] date [REDACTED] Dealer Provided RO information [REDACTED]

[REDACTED]

[REDACTED] Customer Experience Specialist Team [REDACTED] Office: [REDACTED] [REDACTED] Spoke to [REDACTED] Status: vehicle was picked up on [REDACTED] Customer stated he paid full price because dealer stated [REDACTED] will not be covering him Sent Portal message on [REDACTED] to dealer and they responded on the [REDACTED] will email customer to receive receipt POA: Refund customer for percentage of repair

[REDACTED]

[REDACTED] Customer Experience Specialist Team [REDACTED] Office: [REDACTED] [REDACTED] Update: [REDACTED] was willing to cover [REDACTED] and customer contribute [REDACTED] Concern: Dealer told customer [REDACTED] will not contribute Next Step: Deactivate FAR POA: Refund customer [REDACTED] Resolve Case

[REDACTED]

Hello [REDACTED] In reference to case No. [REDACTED] Hello Mr. [REDACTED] I am sorry you were told [REDACTED] will not be assisting. You are a valued customer and I will be more than happy to help you and refund you the [REDACTED] out of the [REDACTED] you had to pay. Please send receipt so I can get the debit card back to you as soon as possible. Thank You! [REDACTED] H. Customer Experience Specialist Team [REDACTED] Office: [REDACTED] 1: [REDACTED]

[REDACTED]

[REDACTED] Customer Experience Specialist (Truck)Team [REDACTED] Office: [REDACTED] [REDACTED] Spoke to [REDACTED] in QuickLane Fuel filter never been in since customer had vehicle if vehicle has not been fixed within the time period it will have complications Next Step: Contact Customer POA: Resolve Case

CASE ATTACHMENTS:

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]





FOREST, NC 27588  
(919) 556-3191

|                                      |                |                    |          |                 |             |
|--------------------------------------|----------------|--------------------|----------|-----------------|-------------|
| CUSTOMER                             |                | TAG NO.            |          | INVOICE DATE    | INVOICE NO. |
| [REDACTED]                           |                | [REDACTED]         |          | [REDACTED]      | [REDACTED]  |
| LABOR RATE                           |                | LICENSE NO.        | MILEAGE  | COLOR           | STOCK NO.   |
| [REDACTED]                           |                | [REDACTED]         | 36,138 / | [REDACTED]      | [REDACTED]  |
| YEAR / MAKE / MODEL                  |                | DELIVERY DATE      |          | DELIVERY MILES  |             |
| 18/FORD TRUCK/SUPER DUTY F-25/4WD CR |                | [REDACTED]         |          | [REDACTED]      |             |
| DURHAM, NC                           |                | SELLING DEALER NO. |          | PRODUCTION DATE |             |
| [REDACTED]                           |                | [REDACTED]         |          | [REDACTED]      |             |
| P.T.E. NO.                           |                | P.O. NO.           |          | R.O. DATE       | REPRINT#    |
| [REDACTED]                           |                | [REDACTED]         |          | [REDACTED] / 21 | [REDACTED]  |
| RESIDENCE PHONE                      | BUSINESS PHONE | COMMENTS           |          |                 |             |
| [REDACTED]                           | [REDACTED]     | [REDACTED]         |          |                 |             |

MO: 361

|                                                                     |            |                      |
|---------------------------------------------------------------------|------------|----------------------|
| JOB # 5 TOTAL LABOR & PARTS                                         |            | 0.00                 |
| MISC-----CODE-----DESCRIPTION-----CONTROL NO-----                   |            |                      |
| JOB # A SS SHOP SUPPLIES                                            |            | 4.32                 |
| JOB # A DR DIGITAL RECORD RETENTION                                 |            | 2.99                 |
| TOTAL - MISC                                                        |            | 7.31                 |
| COMMENTS-----                                                       |            |                      |
| DELETED OPERATION(S)-----                                           |            |                      |
| 99FOZ MULTIPOINT INSPECT                                            | 10FOZCF    | REPLACE CABIN FILTER |
| 10FOZAIRFLTR                                                        | AIR FILTER |                      |
| TOTALS-----                                                         |            |                      |
| THANK YOU FOR TRUSTING CROSSROADS FORD TO SERVICE YOUR              |            |                      |
| VEHICLE. PLEASE CONTACT ANDY A [REDACTED] SERVICE [REDACTED] IF YOU |            |                      |
| [REDACTED] OR [REDACTED] "COMPLETELY SATISFIED" AS ALWAYS AN HONOR. |            |                      |
| CASH ( ) CHECK ( ) CHECK# ( )                                       |            |                      |
| [REDACTED] ( ) M/C ( ) [REDACTED] ( ) DISC ( )                      |            |                      |
| CHARGE ( )                                                          |            |                      |
| TOTAL LABOR....                                                     | 43.15      |                      |
| TOTAL PARTS....                                                     | 78.68      |                      |
| TOTAL SUBLET....                                                    | 0.00       |                      |
| TOTAL G.O.G....                                                     | 0.00       |                      |
| TOTAL MISC CHG.                                                     | 7.31       |                      |
| TOTAL MISC DISC                                                     | 0.00       |                      |
| TOTAL TAX.....                                                      | 9.37       |                      |
| TOTAL INVOICE \$                                                    |            | 138.51               |

**Service Charge.** The Service Charge defers Dealer's overhead costs, including, but not limited to shop supplies, employee safety measures, training, and waste disposal and handling. The Service Charge may include Dealer profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee.

As part of our effort to provide a superior level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing this form you give this Dealership **PERMISSION** to contact you (either personally, via text messages or with pre-recorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

☐: Please do not contact me as provided above.

**ARBITRATION REQUIRED BY THIS AGREEMENT**  
The parties agree that instead of litigation in a court, a dispute, controversy, or claim arising out of or relating to the parts provided, service or repair of the subject motor vehicle or to this Agreement or to any other document or agreement between the parties relating to the subject motor vehicle shall be settled by binding arbitration pursuant to the Uniform Arbitration Act in effect in the state and no more than thirty miles from the dealer's physical location, and shall be conducted by an arbitrator who shall also be licensed to practice in the state the arbitration is to be held. Each party shall bear its own costs. Any award rendered by the arbitrator shall be entered in any court having jurisdiction.

We are not responsible or liable for loss or damage to vehicle or articles left in vehicle in case of fire, vandalism, inclement weather or other cause beyond our control.

Customer agrees that this Agreement includes the terms and conditions on the front and back hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements as of the date below comprises the entire agreement between Customer and Dealer relating to repairs or other matters referred to on the back side of this document.

X \_\_\_\_\_  
Signature  
Please see reverse side.



OF WHITE FOREST



WA

|                |                              |                    |                 |
|----------------|------------------------------|--------------------|-----------------|
| CUSTOMER NO.   | LABOR RATE                   | INVOICE NO.        | INVOICE DATE    |
|                |                              | 36,138 /           |                 |
|                | VEHICLE MAKE / MODEL         | DELIVERY DATE      | DELIVERY MILES  |
|                | TRUCK/SUPER DUTY F-25/4WD CR | SELLING DEALER NO. | PRODUCTION DATE |
| DURHAM, NC     | F.T.E. NO.                   |                    | REPRINT# 1      |
| BUSINESS PHONE | COMMENTS                     |                    | MO: 36138       |

LABOR & PARTS J# 1 99FOZWRKD THE WORKS-DIESEL OIL CHANGE, TIRE ROTATION AND MULTIPOINT INSPECTION MAINT COMPLETED DIESEL OIL CHANGE, TIRE ROTATION AND MULTIPOINT INSPECTION

TECH(S): 49656

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION   | UNIT PRICE |
|-----------------------------|-----|-----------|---------------|------------|
| JOB # 1                     | 1   |           | OIL SERVICE   | 4.66       |
| JOB # 1                     | 13  |           | MOTORCRAFT SA |            |
| JOB # 1                     | 1   |           | KIT - ELEMENT |            |
| JOB # 1 TOTAL PARTS         |     |           |               | 60.58      |
| JOB # 1 TOTAL LABOR & PARTS |     |           |               | 43.15      |

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As part of our effort to provide a superior level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing this form, you give this Dealership **PERMISSION** to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

☐ Please do not contact me as provided above.

J# 2 99FOZQ99PX MULTIPOINT INSPECT PERFORM MULTIPOINT INSPECTION MAINT COMPLETED MULTIPOINT INSPECTION REPORT CARD

TECH(S): 49656

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-----------------------------|-----|-----------|-------------|------------|
| JOB # 2 TOTAL PARTS         |     |           |             | 0.00       |
| JOB # 2 TOTAL LABOR & PARTS |     |           |             | 0.00       |

J# 3+99FOZGBATT GREEN BATTERY TEST BATTERY MAINT BATTERY CONDITION IS GOOD AT THIS TIME.

TECH(S): 49656

| PARTS               | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|---------------------|-----|-----------|-------------|------------|
| JOB # 3 TOTAL PARTS |     |           |             | 0.00       |
| TOTAL LABOR & PARTS |     |           |             | 0.00       |

**ARBITRATION REQUIRED BY THIS AGREEMENT:** The parties agree that instead of litigation in a court, any dispute, controversy, or claim arising out of or relating to the parts provided, service or repair of the subject motor vehicle or to this Agreement or to any other document or agreement between the parties relating to the subject motor vehicle shall be settled by binding arbitration pursuant to the Uniform Arbitration Act in effect in the state and no more than thirty miles from the dealership's physical location, and shall be conducted by a single arbitrator who shall also be licensed to practice law in the state the arbitration is to be held. The arbitrator will pay its own costs. Any award rendered by the arbitrator may be entered in any court having jurisdiction.

J# 4+99FOZGTIRE GREEN TIRES TIRE TREAD DEPTH IS OK AT THIS TIME MAINT TIRE TREAD AND WEAR IS OK AT THIS TIME.

TECH(S): 49656

| PARTS                   | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-------------------------|-----|-----------|-------------|------------|
| JOB TOTAL PARTS         |     |           |             | 0.00       |
| JOB TOTAL LABOR & PARTS |     |           |             | 0.00       |

J# 99FOZRBK RED BRAKES BRAKE LININGS REQUIRE IMMEDIATE REPLACEMENT. MAINT BRAKE LININGS REQUIRE IMMEDIATE REPLACEMENT.

TECH(S): 49656

| PARTS           | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-----------------|-----|-----------|-------------|------------|
| JOB TOTAL PARTS |     |           |             | 0.00       |

We are not responsible or liable for loss or damage to vehicle or articles left in vehicle in case of fire, theft, vandalism, inclement weather or other cause beyond our control.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

X \_\_\_\_\_  
Signature  
Please see reverse side.

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] NA CRC COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | CCT Criteria |

DEALER NAME [REDACTED]  
PA CODE: [REDACTED] DLR SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] MIDDLE: [REDACTED] | [REDACTED] | G  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:  
[REDACTED]

Contact Via Cell [REDACTED]  
[REDACTED] CALLER

CUST SAYS  
Veh is leaking diesel fluid. Towed the veh to the dlr for said concerns.  
Dlr stated that some repairs need to be performed, not covered. Cust seeking fin assist

Per Cust/ Dlr Says;  
[REDACTED] needs to be replaced at a cost of [REDACTED]

CRC ADV;  
Apologized and advised we have generated a case in regards to said concerns and your request for further assistance.  
Explained case will be escalated to our [REDACTED] in which you will receive a call back in 1 busi day to address concerns and your request for assistance.

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home Phone : [REDACTED]  
[REDACTED] Mobile Phone : [REDACTED] LTV Score : 88 Vehicle Purchase Status : Original Owner [REDACTED]  
Credit Contract Number : n/a Part Number : n/a Dealer Name : [REDACTED] Dealer P&A : [REDACTED] Dealer  
phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : [REDACTED] SUPER  
DUTY Mileage : [REDACTED] Engine Specification : [REDACTED] V8 T/C DSL Transmission Specification : 6 SP  
AUTO TRANS [REDACTED] n-LG DSL Warranty Start Date : [REDACTED] Open Recall/FSA : [REDACTED]  
[REDACTED] ESP : n/a Hotline Contact : n/a Warranty History : n/a

[REDACTED] C to Dlr [REDACTED] spoke with SM [REDACTED] and informed vehicle has been at dealer since [REDACTED].  
Customer not in a loaner vehicle. Dealer verified fuel return line assembly is broken at the top of the filter and  
needs replacement. Vehicle has [REDACTED] and falls under diesel engine warranty however fuel filter was  
previously replaced broke fuel line and warranty is voided. Parts are in stock and ETA on repair completion is  
[REDACTED]. Sm [REDACTED] provided with direct line number for contact [REDACTED]. Next Steps: Await photo  
of concern for review with techsme and submit. Contact customer regarding case. [REDACTED]®  
[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED] office:  
[REDACTED] Efax: [REDACTED]

[REDACTED] to customer [REDACTED] spoke with customer and informed he has not performed any service  
on vehicle besides where he has taken vehicle for oil change service at selling dealer [REDACTED].  
Customer mentioned when [REDACTED] had winter storm his vehicle would not start and had check engine light on  
and low diesel pressure was indicating and vehide would not start and believes it could be broken due to the  
intense cold weather. Customer did not decide to take vehicle back to selling dealer as towing would have  
been more expensive as it is farther away. Next Steps: Create techsme activity and attach photos of concern  
to case. F/u with Customer regarding techsme review. [REDACTED]® [REDACTED] Customer  
Experience Specialist, [REDACTED] Team [REDACTED] office: [REDACTED]  
Efax: [REDACTED]

[REDACTED] C to customer: [REDACTED] spoke with customer and denied FA as concern was reviewed by [REDACTED] and concern  
was caused by physical damage. Customer is upset and informed he will pick up vehicle from dealer. [REDACTED] will  
resolve case. [REDACTED]® [REDACTED] Customer Experience Specialist, [REDACTED] Team  
[REDACTED] office: [REDACTED] Efax: [REDACTED]

CASE ATTACHMENTS:



[photo 1.jpg](#)

[photo 2.jpg](#)

[photo 3.jpg](#)





CAS- [REDACTED]

W/ [REDACTED]

FUEL RETURN LINE  
BROKEN AT FUEL FILTER  
HOUSING ASSEMBLY.  
WE HAVE NO HISTORICAL  
REPAIRS AT THIS STORE.  
ONE OIL CHANGE IN 2

[REDACTED]  
Service Director  
[REDACTED]

Office: [REDACTED]

Email: [REDACTED]

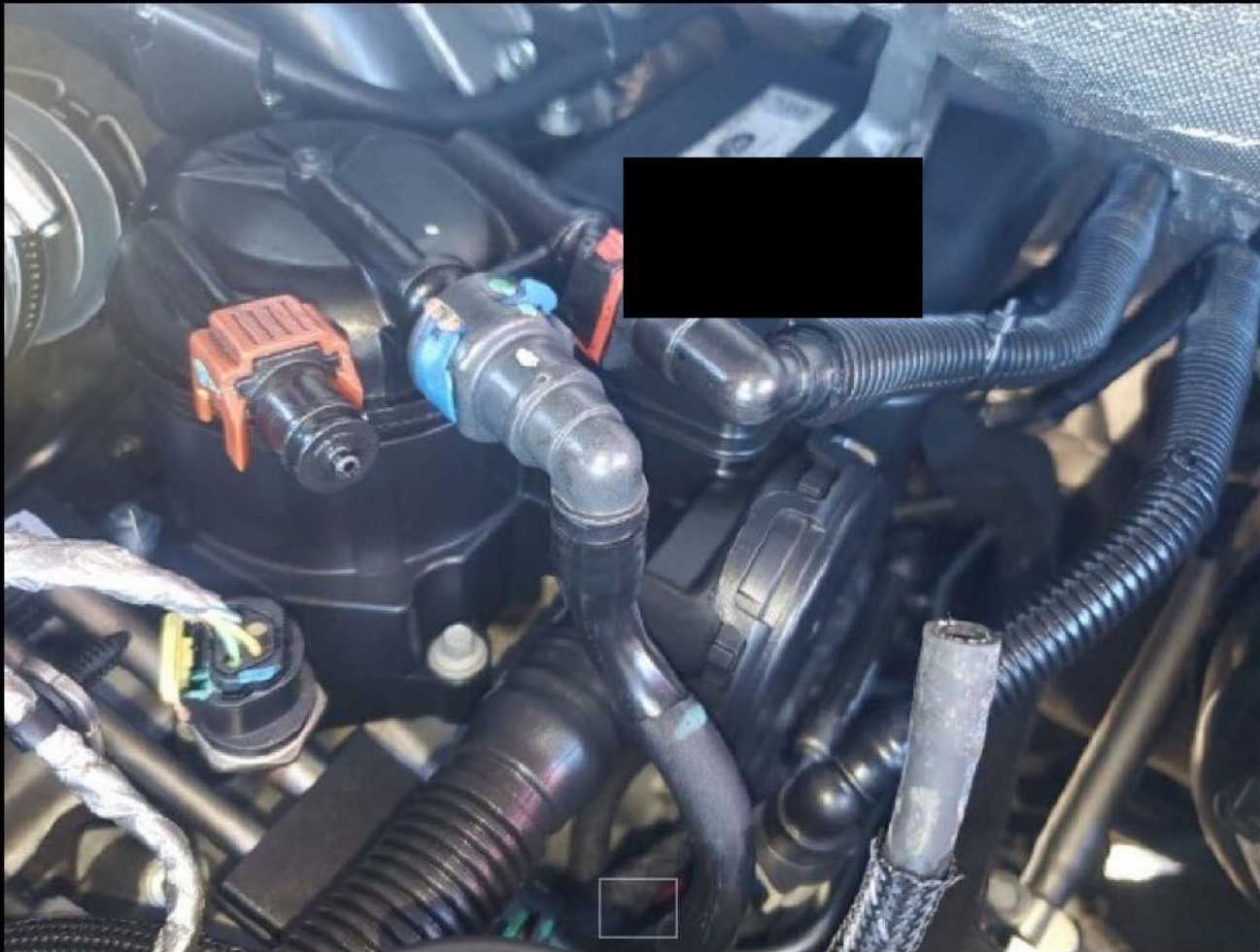
FUEL LEAK

Download

Full screen

Print

Save to



FUEL LEAK 3.jpg

Download

Full screen

Print

Save to



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] NA CRC COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | No repair / Warranty Denied | General/Other

DEALER NAME [REDACTED]  
[REDACTED] CODE: [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] SUPER [REDACTED] MILEAGE: [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED]  
ADDRESS [REDACTED]  
[REDACTED] COUNTRY: [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME: [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:  
[REDACTED]

[REDACTED]  
VIN: [REDACTED]  
Mileage: [REDACTED]  
Filter is leaking. (fuel filter)  
[REDACTED] veh towed in to dlr  
[REDACTED] (phone # for [REDACTED])

Vehicle Concern: Fuel filter leaking  
What the customer is seeking from [REDACTED]? Fin assist/ warranty assistance  
Where is the vehicle located? [REDACTED]  
Dealership Contact:  
Does Dealer have a clear path to repair the vehicle: (Y/N) Y  
Tech SME Engaged/Parts SME Engaged: (Y/N)N  
Share Recommendation utilized: (Y/N)N  
Plan of action: find out why repair isn't warrantable and go from there  
Next Steps:  
Follow-ups:

[REDACTED]®  
Customer Experience Specialist, [REDACTED] CX Team  
Office: [REDACTED] ext. [REDACTED]  
eFax: [REDACTED]

[REDACTED] - from Mr To [REDACTED] Called dlr and left a VM. [REDACTED] EXT [REDACTED] Office Hours: M-[REDACTED]  
[REDACTED] repair. Next Step: F/U with Cust on [REDACTED] was advised to contact [REDACTED] provide an update on veh  
Team [REDACTED] @ Customer Relationship Center – Truck  
Office: [REDACTED]

[REDACTED] to [REDACTED] and [REDACTED]  
Left VM for [REDACTED] t  
trying to get an update

sent portal message and left cust VM asking for update

Finally got ahold of the customer. He got his vehicle repaired under warranty and picked it up [REDACTED]

Reach out to the customer to get the invoice so we can refund the customer for some of the repair. Once you have it reach out to me and let me know so we can discuss how much we can refund him for.

[REDACTED]®  
Customer Experience Operations Supervisor  
Office: [REDACTED]  
e-FAX: [REDACTED]

[REDACTED] C to cust. Left VM asking if they paid for any of the repair. He had mentioned before it was under warranty so there may have been no charges. will wait for email and follow up on [REDACTED]

SWAT/A-  
office: Hours of operation:  
\*\*\*A-TEAM AUDIT\*\*\* • Contact the dlr to verify if all repairs were covered under warranty. • On calls made w/o any documentation of the interaction. is expected to have documented interaction w/the customer and or dlrshp. • Copy Key Data Missing (See KB: Researching a Case). • Too many between follow ups. Follow ups should be scheduled no (See KB: Scheduling and Completing Follow-Ups in GCCT). • VOR Accurate. since the case has aged. (Offer ESP or Maintenance Plan). Next Steps: • Contact dlr and customer to verify if all repairs were covered by warranty. • Provide

SWAT/A-  
office: Hours of operation:  
M ----CORRECTION---- \*\*\*A-TEAM AUDIT\*\*\* • Contact the dlr to verify if all repairs were covered under warranty. • On calls made w/o any documentation of the interaction. is expected to have documented interaction w/the customer and or dlrshp. • Copy Key Data Missing (See KB: Researching a Case). • Too many between follow ups. Follow ups should be scheduled no (See KB: Scheduling and Completing Follow-Ups in GCCT). • VOR Accurate. since the case has aged. (Offer ESP or Maintenance Plan). Next Steps: • Contact dlr and customer to verify if all repairs were covered by warranty. • Provide • Complete Copy Key Data

Case Number : Customer : R Business Phone : Home Phone :  
Mobile Phone : LTV Score : 78 Vehicle Purchase Status : Subsequent Owner  
Credit Contract Number : N/A Part Number : N/A Dealer Name : Dealer P&A : Dealer  
phone : VIN : Make : Model : SUPER  
DUTY Mileage : Engine Specification : HPCR V8 T/C DSL Transmission Specification :  
AUTO TRANS LG DSL Warranty Start Date : Open Recall/FSA : DOOR LATCH  
FREEZING CONCERNS STEERING LINKAGE DAMPER EXTENDED COVERAGE ESP :  
84/100,000 CPO POWERTRAINCARE WTY W/ROADSIDE and 12,000 CPO USED  
PREMIUMCARE WARRANTY Hotline Contact : N/A Warranty History : N/A

BRITTANY EXT TO DLR @ with service department that repairs were covered under warranty and cust did not have to come out of pocket for repair cost NEXT STEPS: make aware and have him make (Offer ESP or Maintenance Plan).

@ Customer Relationship Center – Truck  
Th and

office: Hours of operation: \*\*\*A-TEAM  
AUDIT\*\*\* Next step taken • -ESP or Maintenance Plan (upload to for options.  
can be provided via email as well. • VOR Inaccurate: Estimated Case Closure Date Next Steps: • Provide  
customer. • Update VOR.

office: Hours of operation: \*\*\*A-TEAM  
AUDIT\*\*\* Next steps not taken

office: Hours of operation: \*\*\*A-TEAM  
AUDIT\*\*\* Next Steps Not Taken

Case progression Audit Next Steps: Offer cust maint plan. He already has premium care and powertrain. Follow A-team next steps. Actionable: should take immediate action to proceed with case progression.

office: Hours of operation: \*\*\*A-TEAM  
AUDIT\*\*\* Next steps not taken Next Steps: engaged and SUP.

OBC to cust. no answer. LEFT VM OFFERING MAINT. PLAN

sent an email offering ESP

office: Hours of operation: \*\*\*A-TEAM  
AUDIT\*\*\* Next Steps taken No response from the customer Follow up pushed too far. Next Steps: • Safety Net to close and add Case Closure Template to Safety Net. • Send Recap email.

office: Hours of operation: \*\*\*A-TEAM  
AUDIT\*\*\* Next Steps Not Taken. Next Steps: • Safety Net to close and add Case Closure Template to Safety Net. • Send Recap email.

office: Hours of operation: \*\*\*A-TEAM  
AUDIT\*\*\* Next Steps Not Taken • Safety Net to close Next Steps: • Safety Net to close and add Case Closure Template to Safety Net. • Send Recap email.

office: Hours of operation: \*\*\*A-TEAM  
AUDIT\*\*\* Next steps taken. Next Steps: • Engaged SUP for assistance.

office: Hours of operation: \*\*\*A-TEAM  
AUDIT\*\*\* Next Steps Not Taken Next Steps: • Engaged SUP and OPS SUP for assistance.

office: Hours of operation: \*\*\*A-TEAM  
AUDIT\*\*\* Next Steps not taken • OOO.

Clear to Close.

office: Hours of operation: \*\*\*A-TEAM  
AUDIT\*\*\* Next Steps not Taken • Close case. Next Steps: • Close case.

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] Inbound NA [REDACTED] COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | No repair / Warranty Denied | General/Other  
DEALER NAME [REDACTED]  
[REDACTED] CODE: [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB DRW  
LAST NAME [REDACTED] MIDDLE: [REDACTED] | [REDACTED]  
ADDRESS [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:

[REDACTED] Customer says: I have a [REDACTED] [REDACTED] took it to the dealer [REDACTED] because it has a massive fuel leak and they have found out that there is cracked on the filter that causing a fuel leak. I paid [REDACTED] to replaced the fuel filter. I was advised that it is not covered by the warranty because it was a normal wear and tear item. I already contacted consumer affairs and considered that it was normal and wear and tear item. As per customer, dealer says: N/A [REDACTED] Advised: Advised recall for [REDACTED] POWERTRAIN CONTROL MODULE REPROGRAMMING. Many vehicle components are subject to normal wear. Your local [REDACTED] dealership has factory-trained technicians, the most current engineering service information, and the specialized equipment required to resolve your vehicle concerns. We have documented your feedback and will share it with the appropriate department. Unable to add KB Link due to GCCT issue AAF Article: Warranty Coverage Denied

[REDACTED] [REDACTED] Ext. [REDACTED] [REDACTED] from [REDACTED] [REDACTED] T advised that he was supposed to get a call back but never received one. I advised him of the same information from the original call and claims that when a part breaks in half it should not be considered wear and tear. I advised him no one had the power to overturn a warranty decision here. [REDACTED] stated that the [REDACTED] have him this number for us to assist, I advised we could not overturn warranty or assist with non warrantable repairs. [REDACTED] stated he was not upset with me but wanted to speak with a supervisor. Advised of the long wait and that they have the same resources. Next Steps: Transferred to SUP Queue. [REDACTED] T disconnected call while on hold. [REDACTED] Company © Truck Team [REDACTED] Customer Experience Specialist, [REDACTED] Team Office: [REDACTED] Ext. [REDACTED] [REDACTED] [REDACTED]

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN [REDACTED] CLOSED [REDACTED]

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM [REDACTED] NA CRC

COMMUNICATION: Social Media

CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria

DEALER NAME [REDACTED]

[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED]

REGION: [REDACTED]: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED]

MODEL: [REDACTED] MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] CREWCAB SRW

LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] | [REDACTED] N | B

ADDRESS: [REDACTED]

[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED]

HOME PHONE [REDACTED]

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

ANALYST NAME: # [REDACTED]

OPEN ANALYST NAME: [REDACTED]

COMMENTS:

CONTACT VIA PHONE [REDACTED]

CASE CLASS SHOULD BE: VEHICLE CONCERN > FIN ASSIST REQUEST > EXTENUATING CIRCUMSTANCES (GCCT issue)

Cust:

Hi... A very upset bunch here in need... Your dealership in [REDACTED] refused to help us in an emergency situation citing being backlogged... [REDACTED] and [REDACTED] a road trip, a vacation planned, paid for and greatly anticipated. Driving a [REDACTED], pulling an RV. The fuel sensor breaks in the middle of the desert in [REDACTED] without ANY prior warning on the dashboard.. We barely make it to [REDACTED] where the fuel started pouring and the car stopped.. We'll, it did run barely, but we decided not to risk it and try to drive farther granted the closest town is a [REDACTED] away... Spent the night, tried to see if we can temporarily fix the leak to make it to the closest mechanic. Failed. Car won't even start. Called [REDACTED] customer service roadside assistance. The guy promised to organize a tow for [REDACTED] the truck and the RV. Spent [REDACTED] on hold just to pay for the service.. When the tow showed up, it turned out they couldn't tow [REDACTED] the truck and the RV. Had to leave the RV in the middle of nowhere, risking it to be broken into and losing everything inside... [REDACTED] and [REDACTED] worth. Truck towed to [REDACTED] dealership. By this time, we lost [REDACTED] day with all the reservations and plans. We made it [REDACTED] before the dealership closes, but they refused to even look at the car. Said can't get to it at least before [REDACTED] (it's [REDACTED] Vacation ends [REDACTED]). We asked to buy the part. They didn't have it. Said they won't have it until the next afternoon, which they still can't guarantee... Not helpful or empathetic at all.. The RV is behind in [REDACTED], we only could grab [REDACTED] and are now stuck in [REDACTED]. No help, no guarantees of anything for indefinite number of days.. It is an emergency, and one would think a car manufacturer like [REDACTED] would stand behind their customers and provide help when and where needed at all locations...

[REDACTED]  
Good morning, [REDACTED]. Thank you for taking the time to send us a message. My name is [REDACTED] and I'm a Social Media Specialist for [REDACTED]. We can certainly see why you are reaching out to us here regarding this situation with your [REDACTED]. I would be happy to further investigate this on my end for you [REDACTED]. To do so, could you please provide the following information?

VIN:

Approximate mileage:

Your full name:

The vehicle owner's full name and your relation to them (if applicable):

Zip code:

Email address:

Preferred method of contact:

Name of the dealership you are working with:

Cust:

Hi [REDACTED], thank you for getting back to me so quickly. We appreciate all the help we can get to get the car fixed... Here is the information you asked for: VIN: [REDACTED]

Milage: [REDACTED]

My name: [REDACTED]

Owner's name: [REDACTED]

Truck registered zip code: [REDACTED]

Preferred method of contact: [REDACTED] ([REDACTED]'s phone)

Dealership: [REDACTED]

[REDACTED]  
Happy to help! I appreciate you confirming those details with me. As a courtesy, we run all our customers' VINs to see if there are any existing recalls or field service actions that may be related to the vehicle. After running your VIN [REDACTED], I am seeing [REDACTED] (3) outstanding recalls associated with your truck:

[REDACTED] Engine Block Heater Wire Assembly – Water Intrusion or Corrosion

[REDACTED] Carpet Shielding and Insulation Rework

[REDACTED] Powertrain Control Module Reprogramming

If you'd ever like to check for recalls or field service actions yourself, you may do so at the following link:

[REDACTED]  
Going back to your original concern, I will escalate your case to our Customer Experience Specialist who works daily with your dealership's management team. The Customer Experience Specialist has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The Customer Experience Specialist will receive the information you have just provided me and will do a thorough review on your behalf. You can expect a phone call from your Customer Experience Specialist within [REDACTED]. The case number that I have established for you [REDACTED] is [REDACTED].

Cust:

Thank you so much for getting this going... We will be waiting for the call... Have a great day..

[REDACTED]  
You're very welcome [REDACTED]. You as well.

Cust:

Wanted to let you know that the dealership is working with us now... They said they will be looking at the car as soon as they charge the battery and they offered [REDACTED] a ride to the car rental to pick up the car we rented for [REDACTED]... Thank you again!

[REDACTED]  
Sure thing! I'm happy to hear that. I'll be sure to add this to your case notes so that this situation is fully documented. We appreciate you reaching out to us here [REDACTED].

Case was received at the last minute to to work will F/U [REDACTED]. Customer Experience Specialist, [REDACTED] Team [REDACTED] [REDACTED] Office: [REDACTED] ext. [REDACTED] Hours [REDACTED] M-F

[REDACTED] SUBJECT-B GCCT

Cust:

Hi again.. Just wanted to update you.. When the dealership looked at the car [REDACTED], it turned out they had ordered a wrong part because they refused to look at it when we brought it to them. So, [REDACTED] they had to reorder a right part, and it is supposed to arrive [REDACTED] means we have to stay in Page another night... With all this, would you consider giving us a discount? Thank you so much again!

[REDACTED]:  
Good morning [REDACTED]. I appreciate you keeping us updated on this situation. I've located your case in our system and can see that it is still active. I would encourage you to continue working with your Customer Experience Specialist, as they will be in the best position to assist you with this situation moving forward. I will be sure to include these additional comments on your case [REDACTED] is fully up to date. Thank you and have a great day.

Cust:

We absolutely will. Thank you again!

[REDACTED]:  
You're welcome!

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]  
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 94 Vehicle Purchase Status :  
Subsequent Owner [REDACTED] Credit Contract Number : N/A Part Number : N/A Dealer Name : [REDACTED]  
Dealer P&A : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED]  
Model : [REDACTED] SUPER DUTY Mileage : [REDACTED] Engine Specification : [REDACTED] T/C DSL  
Transmission Specification : [REDACTED] TRANS ( [REDACTED] ) -LG DSL Warranty Start Date : [REDACTED] Open  
Recall/FSA : [REDACTED] DOOR LATCH FREEZING CONCERNS [REDACTED] ENGINE BLOCK HEATER WIRE  
ASSEMBLY - WATER INTRUSION OR CORROSION [REDACTED] ENGINE BLOCK HEATER CORD  
REPLACEMENT 19S52 CARPET SHIELDING AND INSULATION REWORK 20N04 STEERING LINKAGE  
DAMPER EXTENDED COVERAGE [REDACTED] POWER DOOR LOCK ACTUATOR FAILURE [REDACTED]  
POWERTRAIN CONTROL MODULE REPROGRAMMING ESP : N/A Hotline Contact : N/A Warranty History  
: N/A

[REDACTED] DRL @ [REDACTED] was done [REDACTED]. Part was order [REDACTED] as well , waiting on part to arrive.  
Spoke With Sa [REDACTED] @ Contracted customer no answer left vm with contact info NS- Set f/u to speak  
with customer and crisp on [REDACTED] @ Customer Relationship Center - Truck Team  
[REDACTED] Office: [REDACTED] Business Hours  
[REDACTED]

[REDACTED] C to [REDACTED] and stated [REDACTED] handling the case and he was not available and I asked anybody else I  
ach speak with on Fin Assist and details. Awaiting pressure sensor [REDACTED] Concern- cust stated will crank  
but won't start RO [REDACTED] RO Open date [REDACTED] Mileage [REDACTED] Line [REDACTED] Labor 210.00  
Total [REDACTED] N [REDACTED] steps contact cust on vehicle concerns [REDACTED] to Cust on vehicle concerns no answer left  
voicemail message. That we are willing to help on Fin Assist. N [REDACTED] steps F/U on Fin Assist  
Customer Experience Specialist, [REDACTED] Team [REDACTED] Office: [REDACTED]  
[REDACTED] Hours [REDACTED] M-F [REDACTED]

[REDACTED] cust looking to speak with cxs informed cust i will notify his case handler that he has reached out [REDACTED]  
[REDACTED] @ Customer Experience Specialist [REDACTED] |  
[REDACTED] office: [REDACTED]

[REDACTED] from cust wanting to speak with cxs agent which was not available. Cust concerned about rental and hotel  
and informed to send in receipts to present for refund. Agent will follow up [REDACTED] on repairs

[REDACTED] Customer Experience Specialist, [REDACTED] Team

[REDACTED] ®  
[REDACTED]  
Office: [REDACTED]  
Mon -Friday | [REDACTED] - [REDACTED] CST

[REDACTED] from customer seeking cxs agent emailed agent transfer to  
cxs agent line [REDACTED] @ Customer Relationship Center - Truck Team [REDACTED]

[REDACTED] office: [REDACTED]  
[REDACTED] @ [REDACTED] Update: Customer called in wanting to speak with [REDACTED] about their case. I sent the [REDACTED] a  
webex message to see if they were available to take the call. [REDACTED] was not available at the time and I  
informed the customer that a message has been sent and that they should reach out to them soon.  
[REDACTED] ® [REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED] |  
[REDACTED] office: [REDACTED]

Customer Experience Specialist, Team Office:  
efax:  
M-

Customer called in to get information on the extension of the rental that they are currently in. Advised customer I will call the Dealership and see about the extension of the rental.

: Called Dealer and spoke with the service department and was advised that he has processed the extension for the customer and would like the customer to contact them directly

N Step: Advised customer of information. Document customer recontact

Customer Relationship  
Office:  
M-

@ Update: Customer called in wanting to speak with about their case. I sent the a webex message to see if they were available to take the call. was not available at the time and I informed the customer that a message has been sent and that they should reach out to them soon.

Customer Experience Specialist, Team Office:

Hello customer on my line that wants to speak with you he stated that the rental due back need you to reach out.

@ Repair will be finished Repair cost s The cost is actually that's including the towing as well. SA stated customer told him that was covering Will need reach out to sup to get better understanding as I do not see any notes on that approval. Spoke with

@ Customer stated he spoken with who put him on hold that stated that repair will be cover at Inform customer that repair will be finished within Will look into the email to see is the full repair cover was promised. NS- Set f/u to speak with customer and drshp on

@ Customer Relationship Center - Team Office: Business Hours

@ Re did fin assistance added new prices for repair. Repairs will be finished @ Contacted customer no answer left vm with contact info @ Contacted customer no answer left vm with contact info IF COMER CALL BACK INFORM HIM THAT I LEFT VM LETTING HIM KNOW THAT REPAIRS IS COVER AT NS- Set f/u to speak with customer and drshp on

@ Customer Relationship Center - Team Office: Business Hours

@ Vehicle is repaired customer has been repaired. Customer has vehicle @ Customer has vehicle, stated he will email receipts once he get home. NS- Set f/u to speak with customer and drshp on @ Customer Relationship Center - Team Office: Business Hours

@ Contacted customer no answer left vm with contact info NS- Set f/u to speak with customer and drshp on @ Customer Relationship Center - Team Office: Business Hours M-

BCM: VIN: Mileage: Cust Says: got disconnected cust contacted crc Dir Says: CRC Advised: adv that there's a case handler assigned to assist and help her to resolve this, provide the case handlers contact details, tried to contact the case handler but the line is busy, adv cust that we will notify the case handler to contact him ASAP, keep his line open for the FU. @ Contacted customer no answer left vm with contact info NS- Set f/u to speak with customer and drshp on unable to attach kb link article due to gcct issues aaf article: Callback Due to a or SUV/CUV Team Missed Initial Contact or Follow-Up

@ Customer stated he sent the email to previous agent. Inform customer I'll reach out to agent to get the receipts to start the process. NS- Set f/u to speak with customer on @ Customer Relationship Center - Team Office: Business Hours

T @ Inform customer I'll be process his reimbursement in Once I get an update I'll be in contact NS- Set f/u to speak with customer and drshp on @ Customer Relationship Center - Team Office: Business Hours

T @ Inform customer I'll need the original receipt for his rental. Customer inform me he will send over that info NS- Set f/u to speak with customer @ Customer Relationship Center - Team Office: Business Hours

@ Customer will be sending over email With the original copies of receipts NS- Set f/u to speak with customer @ Customer Relationship Center - Team S - Office: Business Hours

Customer called to speak with the [REDACTED] assisting him with his case.

I informed the customer that he has an appointment scheduled to call him on [REDACTED].

[REDACTED]® Center – [REDACTED] Team

Office: [REDACTED]

[REDACTED] @ Contacted customer no answer phone was not ringing and get disconnected [REDACTED] @  
Contacted customer no answer phone was not ringing and get disconnected [REDACTED] Set f/u to speak with  
customer and drishp on [REDACTED]® Center – [REDACTED] Team [REDACTED] S -  
[REDACTED] Office: [REDACTED] Business Hours M-F

[REDACTED] : [REDACTED] from CUST (cust #) cust calling was to get a call back from  
cxs, sent webex chat and recontact [REDACTED]® Center – [REDACTED] Team  
[REDACTED] Office: [REDACTED]

Case [REDACTED] Primary Reason for Reimbursement Offer(s): Enter primary reason for the  
reimbursement(s) Customer is a travel owner. He was on vacation when the vehicle stop on him. He had to  
stay 3 weeks in [REDACTED] for repair and wait for part Is this reimbursement due to a parts delay: Enter yes/no  
no Part Name/Number: Date or Expected Date of Vehicle Repair: Is there a risk for a Buyback Request:  
Enter yes/no no GCCT Case #: [REDACTED] Customer Information Name: [REDACTED]  
Mailing Address: [REDACTED] Mailing Address Verified: Yes Is the  
customer a Citizen or [REDACTED] no VIN: Enter VIN# [REDACTED] Reimbursement Information (fill in  
[REDACTED] payment type entered in [REDACTED] Case) Consequential Expense Reimbursement: yes documents  
attached to case. Amount: [REDACTED] Vehicle Payment Reimbursement: n/a documents attached to case.  
Amount: Enter Total Amount for this type of reimbursement Rental Reimbursement: [REDACTED] attached to case.  
Amount: Enter Total Amount for this type of reimbursement ([REDACTED] in [REDACTED] Submission Form) Reason for  
Customer Reimbursement: Consequential Expenses = CONEXP, Vehicle Payment = VEHPAY, Rentals =  
RENTAL, Repair Reimbursement = Casual Part Code

[REDACTED] T @ Inform customer debit card has been process once its approved I'll be in contact with him [REDACTED]  
Set f/u to speak with customer [REDACTED]® Center – [REDACTED] Team  
[REDACTED] Office: [REDACTED] Business Hours

[REDACTED] T @ Debit card has been process customer should be receiving it within [REDACTED] Inform  
customer if he have any other concerns please contact me via phone or email. [REDACTED] Resolve Case [REDACTED]  
[REDACTED]® Center – [REDACTED] Team [REDACTED]  
[REDACTED] Office: [REDACTED] Business Hours

[REDACTED] Office: [REDACTED] Customer – [REDACTED]  
[REDACTED] Seeking [REDACTED] recontact. Advised customer that [REDACTED] would be with him by the EOD Next Steps:  
Alert [REDACTED] of recontact.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] Dealer NA CRC COMMUNICATION: Web  
CASE [REDACTED]: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |

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

BODY STYLE: [REDACTED] CREWCAB - DRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] | [REDACTED] S |  
ADDRESS:

[REDACTED] COUNTRY: | | |  
HOME PHONE:

SYMPTOMS: Start/Run/Move | Running | Not Listed | UNKNOWN

ANALYST NAME [REDACTED] OPEN ANALYST NAME: SYSTEM

COMMENTS:

Case Number : [REDACTED] Customer : [REDACTED] Phone : [REDACTED]  
[REDACTED] Home Phone : NA Mobile Phone : NA LTV Score : 99 Vehicle Purchase Status : Subsequent  
Owner : [REDACTED] Credit Contract Number : NA Part Number : [REDACTED] Dealer Name : [REDACTED]  
P&A : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : F-  
SERIES SUPER DUTY Mileage : [REDACTED] Engine Specification : [REDACTED] Diesel Transmission  
Specification : [REDACTED] Auto Trans ( [REDACTED] ) Warranty Start Date : [REDACTED] Open Recall/FSA : [REDACTED]  
CRANKCASE VENTILATION OIL SEPARATOR ASSEMBLY [REDACTED] REDUCTANT HEATER AND SENDER  
ASSEMBLY REPAIR [REDACTED] FRONT NOX SENSOR WARRANTY EXTENSION [REDACTED] DIESEL  
PARTICULATE FILTER WARRANTY EXTENSION WITH DIAGNOSTIC TROUBLE CODE [REDACTED]  
REAR NOX SENSOR WARRANTY EXTENSION [REDACTED] SELECTIVE CATALYST REDUCTION SYSTEM  
WARRANTY EXTENSION ESP : [REDACTED] NEW [REDACTED] CARE ONLY Hotline Contact : [REDACTED]  
Warranty History : [REDACTED]

[REDACTED] ( [REDACTED] M to [REDACTED] ) Please advise what type of assistance is  
being requested. Is there a catastrophic engine/transmission failure? Is there a safety concern? What  
assistance is the customer requesting? Please advise by [REDACTED] requested information is not received  
this case will be resolved and closed. If case is resolved you will have [REDACTED] from date of resolution to re-  
open case by reaching back out. If you have any questions or concerns please feel free to reach back back  
out via email, phone, or portal message. Next Step: Resolve and Close Case [REDACTED] Thank You [REDACTED]  
[REDACTED] Dealer Experience Specialist [REDACTED] Office: [REDACTED]

[REDACTED] and [REDACTED] to [REDACTED]  
[REDACTED] R stated via Portal the following: Hello, The vehicle has a fuel leak from fuel line.  
[REDACTED] (warranty price [REDACTED]) and pump [REDACTED] (warranty price [REDACTED]). Labor is [REDACTED].  
Yes, this is a safety concern. Looking for financial assistance. Thanks. [REDACTED] S informed [REDACTED] R to submit  
FAR and answer the questions linked to the portal to continue with progressing the case. Next Step: F/U  
[REDACTED] Dealership Experience Specialist, [REDACTED] Team  
[REDACTED] Office: [REDACTED] E-Fax: [REDACTED]

[REDACTED] made a outbound call to [REDACTED] find out how may I assist. According to the case the [REDACTED] R is  
requesting Trade Assistance. [REDACTED] wants to verify due to a lot of [REDACTED] being open in error. Next Step: F/U  
[REDACTED] Dealership Experience Specialist, [REDACTED] Team  
[REDACTED] Office: [REDACTED] E-Fax: [REDACTED]

[REDACTED] and [REDACTED] to [REDACTED]  
[REDACTED] F/U: [REDACTED] sent a portal mess. informing [REDACTED] to submit the FAR to progress the  
case but the FAR has not yet been submitted. [REDACTED] will attempt to make another call on [REDACTED] requesting the  
FAR to be submitted. Next Step: F/U [REDACTED] Dealership  
Experience Specialist, [REDACTED] Team [REDACTED] Office: [REDACTED]  
[REDACTED] E-Fax: [REDACTED]

[REDACTED] and [REDACTED] to [REDACTED]  
[REDACTED] F/U: [REDACTED] made an outbound call to [REDACTED] to have FAR submitted; No response left  
vms to [REDACTED] R that the case will close and if he needs to reopen the case he has [REDACTED] s to do so. This case  
has not an response and due to this [REDACTED] will close the case. Next Step: Close Case [REDACTED]  
[REDACTED] Dealership Experience Specialist, [REDACTED] Team [REDACTED]  
[REDACTED] Office: [REDACTED] E-Fax: [REDACTED]

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED]

STATUS: In Progress

OPEN [REDACTED] CLOSED:

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM: US [REDACTED] NA CRC

COMMUNICATION: Chat

CASE [REDACTED]: Vehicle Concern | Parts Issue | Not Unit Down (drivable) |

DEALER NAME [REDACTED]

PA CODE: [REDACTED] SALES CODE [REDACTED]

REGION: [REDACTED]: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED]

MODEL: [REDACTED] MILEAGE [REDACTED]

BODY STYLE: [REDACTED] CREWCAB SRW

LAST NAME [REDACTED] MIDDLE: [REDACTED]

ADDRESS: [REDACTED]

[REDACTED] COUNTRY: [REDACTED] [REDACTED] | [REDACTED] | [REDACTED]

HOME PHONE [REDACTED]

SYMPTOMS: Start/Run/Move | Moving | Not Listed | UNKNOWN

ANALYST NAME: SYSTEM

OPEN ANALYST NAME [REDACTED]

COMMENTS:

CONTACT VIA: Email to [REDACTED]

CUST SAYS: Part for recall repair [REDACTED] was ordered by [REDACTED] [REDACTED] and still waiting for it. His vehicle is drivable and not having any symptoms but he's fearful of his family's safety and wants the repair done and requesting assistance in getting it in.

PER CUST DEALER SAYS: Part on b/o w/ no ETA

CRC SAYS: Will escalate to a Specialist on our [REDACTED] who will contact him within [REDACTED] by email and provided him with the case number.

Info At [REDACTED]

You are now chatting with [REDACTED]. Please do not enter any sensitive personal data such as social security number or credit card numbers.

Hi, [REDACTED]. Thank you for chatting in with us [REDACTED]! My name is [REDACTED]. How may I assist you?

You [REDACTED]

I have a recall number [REDACTED] [REDACTED] ( [REDACTED] ) to spring seat interface weld. I have discussed this issue with [REDACTED] in my area and cannot get any help with getting this fixed. This has been going on for [REDACTED] and I am concerned about the safety of my family. Can you help?

I'll be happy to look into this for you [REDACTED]. Please give me a few moments to access your vehicle's information. In the meantime, can you please provide your vehicle's mileage and describe how this issue is affecting your vehicle's performance? Thanks in advance!

You [REDACTED]

Mileage is [REDACTED] and it is not impacting anything right now.

Thanks for that information!

Did the [REDACTED]s you contacted perform an inspection of your vehicle? If so, what did they indicate to you after inspecting it?

You [REDACTED]

[REDACTED] said they needed to order some parts and they were on back order. Also said they did not have a certified welder on staff even if they could get the parts. Frustration has been mounting for [REDACTED] now.

What did the other [REDACTED] indicate, [REDACTED]? Were they also unable to get the parts? And has it been within [REDACTED] that you've reached out to that [REDACTED]?

You [REDACTED]

The other dealer said [REDACTED] that they did not have a welder to fix the issue - this was only discussed over the phone. Only the [REDACTED] inspected it.

I spoke with the [REDACTED] about [REDACTED] in person. They offered no alternative for me to get the repair completed.

[REDACTED]

Thank you for that information.

You [REDACTED]

Why I ask who the [REDACTED] was that you went to, [REDACTED]?

And the [REDACTED] as well, please.

You [REDACTED]

[REDACTED] in [REDACTED]. [REDACTED] was [REDACTED] in [REDACTED] - they were very helpful. They even offered to take care of my second recall without hesitation (fuel filter leak).

Thanks so much for providing the names of the [REDACTED]s and I'm happy your aware of the other recall, as well.

You [REDACTED]

I would recommend taking your vehicle into [REDACTED] and having them positively diagnose your vehicle since that is the [REDACTED] in being able to provide you any assistance and since they seem to be more helpful.

You [REDACTED]

Once that is done, if they indicate that the part is on back order or they do not have a welder on site to do the repair or cannot do it for any reason, please chat back with us and we can escalate this matter for repair assistance with our [REDACTED].

The other requirement is that the diagnosis is done within [REDACTED]s of escalating.

You [REDACTED]

I would be able to escalate in getting the part in for the repair with [REDACTED]'s been [REDACTED]. However, it seems you're happier working with [REDACTED].

You [REDACTED]

I understand your concern about your family's safety, as well, as we are. However, since your vehicle isn't experiencing any performance issues at this time, I think you're okay. Also, now this is documented that you chatted in about this issue of not being able to have it repaired.

You [REDACTED]

It was diagnosed back in [REDACTED] at [REDACTED] and the part was ordered then. Why can't [REDACTED] provide assistance?!

[REDACTED]

Oh, in that case, I certainly can escalate, [REDACTED].

My apologies. I wasn't aware that the part was already ordered.

You [REDACTED]

I tow a fifth wheel trailer when we go camping and that added weight scares me to death.

[REDACTED]

Yes, I can certainly relate to that, [REDACTED]. I will be happy to escalate this case for assistance with getting the part in for this repair. [REDACTED]. I'll need to request that you verify your street address, email address and phone number and which type it is, please. Also, please indicate which would be the preferred method you'd like to be reached: Phone call, text or email? If text, please provide [REDACTED] phone carrier.

You [REDACTED]

Address is [REDACTED]. Email is [REDACTED]. Cell phone [REDACTED].

[REDACTED]. Texting or emailing is fine.

[REDACTED]

Thank you! I can indicate texting but would need [REDACTED] phone provider to use that option. What would that be, please?

You [REDACTED]

Just email then.

[REDACTED]

Okay, perfect! I will indicate email.

I checked on the location of the [REDACTED] dealership and am only finding [REDACTED] in [REDACTED].

You [REDACTED]

That's it.

[REDACTED]

Okay, great. Thank you! Please give me a few moments to enter this information into the case. I'll be right back with some instructions and your case number.

You [REDACTED]

Who would perform the welding if the dealership can't?

[REDACTED]

I'm not sure, but [REDACTED] has engineers and other specialists they can send to the dealerships to perform work or they may have to refer you to another dealership that would do the work.

I'll be escalating this case to a Specialist on our [REDACTED] Team who will be contacting you within [REDACTED] by email. Your case number will be [REDACTED]. You can email yourself a copy of this transcript by simply clicking on the + sign next to the chat box and select to e-mail it. This must be done while the chat is still active. Did you have any other questions or concerns for me at this time?

You [REDACTED]

That's all.

[REDACTED]

It was my pleasure assisting you! Thank you for contacting [REDACTED]. At the end of this chat, there will be a survey that appears regarding your experience with my performance [REDACTED]. We appreciate any feedback you may have. Have a great day!

You [REDACTED]

Info At [REDACTED]

Thank you for chatting with us.

Chat Input

Made initial contact with customer and he took vehicle to another dealership. [REDACTED] was able to fix everything. Closing case. [REDACTED] © Customer Relationship Center - Truck Team [REDACTED]

[REDACTED] | [REDACTED] office: [REDACTED] ext. [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN [REDACTED]

CLOSED [REDACTED]

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM: US [REDACTED] NA CRC

COMMUNICATION: Phone

CASE [REDACTED]: Vehicle Concern | Roadside Assistance | Warranty Covered Dispatch |

DEALER NAME [REDACTED]

[REDACTED] CODE: [REDACTED] SALES CODE: [REDACTED]

REGION: [REDACTED]: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED]

MODEL: [REDACTED] SUPER DUTY MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] CREWCAB SRW

LAST NAME [REDACTED] NAME MIDDLE: [REDACTED]

ADDRESS: [REDACTED]

[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]

HOME PHONE [REDACTED]

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

ANALYST NAME [REDACTED]

OPEN ANALYST NAME: # [REDACTED] GCCTIntegrationLogicApps-DataVerse-Prod

COMMENTS:

[REDACTED]

OBC to [REDACTED] Spoke with [REDACTED] who confirmed the veh is currently in service under [REDACTED] Stated that SA is [REDACTED] Call transferred to [REDACTED] Spoke with SA [REDACTED] opened 6/11 Mileage [REDACTED] veh towed in for a fuel leak from fuel filters Dlr will be changing in filters and releasing veh [REDACTED] Repairs are not warrantable because concern is due to lack of maintenance of filter Next Steps: Resolve [REDACTED] @ Customer Relationship Center – Truck Team CXS [REDACTED] office: [REDACTED] ext. [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]  
OPEN [REDACTED] CLOSED [REDACTED]  
RESPONSE TEAM: US Customer [REDACTED] NA CRC  
CASE [REDACTED]: Vehicle Concern | Repair Assistance | |

STATUS: Resolved  
BUSINESS UNIT NAME [REDACTED]  
COMMUNICATION: Phone

DEALER NAME [REDACTED]  
[REDACTED] CODE: [REDACTED] DLR SALES CODE: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED]  
BODY STYLE: [REDACTED] SRW  
LAST NAME [REDACTED] MIDDLE: [REDACTED] A | [REDACTED] |

REGION: [REDACTED]: [REDACTED]  
MODEL: [REDACTED] MILEAGE: [REDACTED]

ADDRESS:  
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]  
HOME PHONE:

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

ANALYST NAME [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

Last Open Uptime information was [REDACTED] Vehicle Breakdown Journey for NA Vehicle Breakdown Journey for NA  
[REDACTED] Resolved-Completed [REDACTED] Customer Experience Specialist/Dealer  
Experience Specialist, [REDACTED] Team - O: [REDACTED] Ext: [REDACTED]

[REDACTED]

[REDACTED] to Dealer: [REDACTED] Service Advisor: [REDACTED] is the advisor. Customer Name: [REDACTED]  
[REDACTED] Customer Number: [REDACTED] RO [REDACTED] RO [REDACTED] Diagnosis: Fuel leak Type of Part  
order: N/A Repairs ETA: N/A Technician Pending or assigned? Assigned. [REDACTED] wait. until [REDACTED] Is  
there a COPIS Ticket? N/A Is there a TAC Request? N/A Is the evidence of a loaner vehicle NO Miles-

[REDACTED]

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED] Home  
Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : N/A Vehicle Purchase Status : Original Owner  
[REDACTED] Credit Contract Number : N/A Part Number : N/A Dealer Name : [REDACTED] SA : [REDACTED]  
Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : [REDACTED]  
[REDACTED] Y Mileage : [REDACTED] Engine Specification : [REDACTED] HPCR V8 T/C DSL Transmission Specification  
[REDACTED] 10 Speed Auto [REDACTED] (RWD) Warranty Start Date : [REDACTED] Open Recall/FSA : [REDACTED]  
RECONFIGURE THE RCM WITH AS-BUILT DATA [REDACTED] UNINTENDED TAILGATE OPENING [REDACTED]  
WIPER ARM LOOSE ESP [REDACTED] NEW [REDACTED] PREMIUMCARE W/ROADSIDE Hotline  
Contact : N/A Warranty History : NO RECENT REPAIR HISTORY ON VEHICLE

[REDACTED]

[REDACTED] Customer Experience Specialist/Dealer Experience Specialist, [REDACTED] Team - O: [REDACTED]  
[REDACTED] Ext: [REDACTED] A [REDACTED] C to [REDACTED] Need to speak  
with [REDACTED] for vehicle diagnosis update. Could not leave a VM for the SA. Will have to contact back for update.  
Next step- Follow up with the dealership again.

[REDACTED]

[REDACTED] C to [REDACTED] Left a message for her with another SA. She was on the phone with a the insurance  
company. Next step- Follow up with the dealership and customer on [REDACTED] Customer  
Experience Specialist/Dealer Experience Specialist, [REDACTED] Team - O: [REDACTED] Ext: [REDACTED]

[REDACTED]

[REDACTED] Customer Experience Specialist/Dealer Experience Specialist, [REDACTED] Team - O: [REDACTED]  
[REDACTED] Ext: [REDACTED] C to [REDACTED] Talked to [REDACTED]  
She stated the vehicle is completed. Replaced the fuel filter. She mentioned the customer was upset that  
[REDACTED] Road side assistance was trying to charge them for the towing of the vehicle. SA mentioned she  
stayed on the phone to get more information about the concern with the bill. She stated she talked to a  
manager about the bill, Road side did take care of the concern. She stated customer customer is still upset  
about this matter. Next step- Follow up with the customer.

[REDACTED]

[REDACTED] Customer Experience Specialist/Dealer Experience Specialist, [REDACTED] Team - O: [REDACTED]  
[REDACTED] Ext: [REDACTED] to [REDACTED] - Left a  
message for the customer to see how the vehicle is performing and to offer a GWG for his vehicle. The  
customer has not engaged in the case since the beginning. At this moment I will close case Next step-  
Close case.

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: FAR FastPath NA CRC COMMUNICATION: Web  
CASE [REDACTED]: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |  
DEALER NAME: Team [REDACTED]  
[REDACTED] CODE [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] DUTY MILEAGE: [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB DRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] | [REDACTED]  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] S | [REDACTED] | [REDACTED]  
HOME PHONE:  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME: # [REDACTED] OPEN ANALYST NAME: SYSTEM  
COMMENTS:

[REDACTED] Case Number : [REDACTED] Customer : [REDACTED] Business Phone : Home Phone :  
Mobile Phone : LTV Score : 99 Vehicle Purchase Status : Original Owner [REDACTED] Credit Contract Number :  
Part Number : [REDACTED] Dealer Name : Team [REDACTED] P&A : [REDACTED] Dealer phone : [REDACTED] VIN  
: [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : [REDACTED] SUPER DUTY Mileage : [REDACTED]  
Engine Specification : Transmission Specification : Warranty Start Date : [REDACTED] Open Recall/FSA :  
ESP : Hotline Contact : Warranty History :  
[REDACTED] FRM [REDACTED] : after completion of [REDACTED] on this gentlemen's truck we found the upper fuel line leaking  
and broken and unfortunately is not covered under esp and we would like to get this customer taken care of  
he is a extremely loyal customer and I would like to help him out with this repair  
[REDACTED] to [REDACTED] : The request for financial assistance has been approved. A [REDACTED] approval code has been  
generated in the FLL Request form: Customer [REDACTED] [REDACTED] Total [REDACTED] If we are assisting  
financially, the [REDACTED] will cut the code and the case will close automatically in [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] Truck Concern NA CRC COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Has been to dealer | Outside Criteria

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

BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] MIDDLE: [REDACTED]

ADDRESS:  
[REDACTED] COUNTRY: [REDACTED] S | [REDACTED] | [REDACTED]

HOME PHONE:  
SYMPTOMS: Driving Performance | Lack/Loss of Power | Not Listed | UNKNOWN

ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED] [REDACTED]

IBC: [REDACTED] Customer says the issue is a known issue with this vehicle but the vehicle is not under warranty they were charged says the issue is related to the fuel line says she believes the dealership is responsible for braking the component and charging them for it and is hoping for this to be reimbursed. Advised I am able to connect with the dealership & see what took place from the SM point of view and possibly submit a complaint, customer argued the fact that this is a known issue and should have been covered under a recall explained to the customer that I do not see this listed as a recall. In which recalls are progressed by the [REDACTED]. Spoke with SM [REDACTED] Says the filter had a connector/ bracket that was broken says usually warranty would cover this but the vehicle is not under warranty says although the component broke in there care it was still worn out says they had no control of it breaking it just happen to break while they were completing the repair SM says he did charge her less than [REDACTED] because the repair was [REDACTED] they charged customer pay at [REDACTED]. Explained to the Customer info customer became upset. [REDACTED] Customer Experience Specialist. [REDACTED] ®  
[REDACTED] office: [REDACTED] ext. [REDACTED]

CASE ATTACHMENTS:

STATUS: Resolved

BUSINESS UNIT NAME [REDACTED]

**COMMUNICATION:** Proactive

CASE [REDACTED] Vehicle Concern | Proactive | Roadside Assistance |

DEALER NAME: [REDACTED]

PA CODE SALES CODE

REGION: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED]

MODEL: [REDACTED] MILEAGE: [REDACTED]

BODY STYLE: [REDACTED] SRW

LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] [REDACTED]

ADDRESS: [REDACTED]

COUNTRY: [REDACTED] [REDACTED] [REDACTED] [REDACTED]

HOME PHONE [REDACTED]

SYMPTOMS: Start/Run/Move | Fluids | Fuel | UNKNOWN

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME: # ██████ GCCTUTM-PROD

COMMENTS:

clv: 88 wsd: [REDACTED] mileage: [REDACTED] #: [REDACTED] OBC to Dir: [REDACTED] [REDACTED] he stated the veh was brought in because cust stated that there was fuel was coming out of the top of the engine steering wheel hard turn. Uptime findings: Vehicle Booked into Dealership. Service Advisor: [REDACTED] Service Advisor's email: [REDACTED] Customer Name: [REDACTED] Customer Number: [REDACTED] Score: [REDACTED] Is the veh there? yes Mileage? [REDACTED] date [REDACTED] Veh [REDACTED] Concern? fluid coming out the top of engine. Diagnosis: fuel filter hoses leaking. Repairs ETA: [REDACTED] Offer delivery? n/a rental? n/a loaner? n/a Warrantable? yes Technician Pending or assigned? Cam [REDACTED] SA [REDACTED] he stated that the fuel filter hoses was leaking. [REDACTED] said that he is hoping to have the repairs complete. [REDACTED] there are [REDACTED] ahead of cust trying to get cust worked in asap [REDACTED] Concern Advocate [REDACTED] | [REDACTED] office: [REDACTED] (Central Standard Time)

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

[REDACTED] B call to cust informed cust that I was able to speak w/ SA [REDACTED] he stated that the diagnosis was the fuel filter hosing was leaking and they're trying to have repairs completed by [REDACTED] there are [REDACTED] ahead of cust cust stated that he had made an appt for his power steering turning hard but cust stated that he took a video of the leak as well wants to make sure that the advisor address the power steering as well [REDACTED] notified cust that I will keep him updated on repairs Company® [REDACTED] Concern Advocate [REDACTED] [REDACTED] office: [REDACTED] (Central Standard Time)

OB call to [REDACTED] to get repair status. [REDACTED] SA [REDACTED] he stated that the ticket was closed on [REDACTED] 1/10 w/ cust on veh satisfaction. [REDACTED] (b) [REDACTED]  
Concern Advocate [REDACTED] | [REDACTED] office. [REDACTED] [REDACTED] [REDACTED]  
(Central Standard Time)

Company @ [REDACTED] OB call to cust to get veh satisfaction left voicemail [REDACTED] office:  
[REDACTED] Concern Advocate [REDACTED]  
[REDACTED] (Central Standard time)

C to cust to get satisfaction left VM [REDACTED] (b) (6)  
 Concern Advocate [REDACTED] | [REDACTED] Office: [REDACTED]  
 (Central Standard Time)

OB call to cust to cust to get veh satisfaction made final attempt left voicemail  
send recap email close case [redacted] ® [redacted] Concern Advocate  
[redacted] | [redacted] Office: [redacted] | [redacted] (Central  
Standard Time)

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: FAR [REDACTED] NA CRC COMMUNICATION: Web  
CASE [REDACTED]: Dealer - Vehicle Concern | CSM Assistance Request | Vehicle Loyalty Allowance |

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

BODY STYLE: [REDACTED] CREWCAB SRW

LAST NAME [REDACTED] NAME MIDDLE: | |

ADDRESS:

[REDACTED] ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Start/Run/Move | Noise | Running/Standing | Always

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

COMMENTS:

[REDACTED] [REDACTED]

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]  
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : [REDACTED] Vehicle Purchase Status : [REDACTED] Subsequent Owner : [REDACTED] Credit  
Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : [REDACTED] P&A : [REDACTED] Dealer of Sale : [REDACTED]  
VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : [REDACTED] DUTY  
Mileage : [REDACTED] Engine Specification : [REDACTED] Transmission Specification : [REDACTED] Warranty Start Date : [REDACTED] Open  
Recall : [REDACTED] Hotline Contact : [REDACTED] Warranty History : [REDACTED]

[REDACTED]

Portal to [REDACTED]: How many new vehicles has the customer purchased? How many paid services has the vehicle had?

[REDACTED]

Portal from dealer: [REDACTED] has purchased [REDACTED] through our dealership, not including the [REDACTED] brand from other dealers. This particular unit has had [REDACTED] through our dealership, with last repair being a longblock. [REDACTED] has the entirety of their Fleet through our Fleet management program and uses [REDACTED] as their dealer of choice when possible. [REDACTED] is considered [REDACTED] of our top [REDACTED] guests. Portal to dealer: How many new vehicles? All [REDACTED] were new?

[REDACTED]

Portal from dealer: Correct, all [REDACTED] units purchased new. Portal to dealer: Thank you very much for the information. Please submit the following: 1 YEAR OF MAINTENANCE RECORDS DETAILED TECH FINDINGS COST CAP PROVIDE AN ESTIMATE THAT REFLECTS THE RECOMMENDED REPAIR FROM THE COST CAP.

[REDACTED] [REDACTED]

Portal from dealer: eec [REDACTED] dtcs exhaust dtcs separated dpf see if truck runs better? perform relative compression [REDACTED] cylinder [REDACTED] failed perform multiple relative compression [REDACTED] different cylinders failed. perform misfire [REDACTED] with fuel pump on to a battery source and found injectors leaking. perform another relative compression [REDACTED] with the fuel pump disconnected and failed slightly but showed better readings. perform manual compression [REDACTED] cylinders 1-3 [REDACTED] #4 [REDACTED] #5 [REDACTED] #6-7 [REDACTED] approve tear down tear down inspect valve train, r,i driver side head inspect found #5 connecting rod bent, piston doesn't reach top dead center. score marks on cylinder #5. injectors found leaking. the injectors leaking at all time causing related damage to engine and dpf. inspect heads ok. inspect exhaust, found def injector melted, dpf got hot and restricted. inspect fuel filters ok sample ok and hp pump vcv pass. need to replace short block believe on back order and replace 8x injectors dpf, egts and nox sensors seized, def injector, line and pigtail melted. cost cap id [REDACTED] Maintenance records uploaded including last engine replacement

[REDACTED] [REDACTED]

Portal to dealer: Upon review, it appears the vehicle does not meet FLP guidelines due to Dealer needs to go through SPW. [REDACTED] is unable to provide financial assistance in this case. The case will be resolved. Please reach out if there is anything else I can do to assist you. Thank you for partnering with [REDACTED] Motor Company I will be completing your case and, you will receive a brief survey within the [REDACTED] regarding your experience with me. [REDACTED] and I add value your honest feedback to help us understand how we can improve in the future.

CASE ATTACHMENTS:



CASE NUMBER [REDACTED]  
OPEN [REDACTED] CLOSED:  
RESPONSE TEAM: US [REDACTED] Truck Concern NA CRC  
CASE [REDACTED]: Vehicle Inquiry | Warranty Coverage |  
DEALER NAME [REDACTED]  
[REDACTED] CODE: [REDACTED] DLR SALES CODE [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] [REDACTED] [REDACTED] [REDACTED]  
ADDRESS: [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] [REDACTED] [REDACTED] [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME [REDACTED]  
COMMENTS:  
[REDACTED]

STATUS: In Progress  
BUSINESS UNIT NAME [REDACTED]  
COMMUNICATION: Phone

REGION: [REDACTED]  
MODEL: [REDACTED] MILEAGE: [REDACTED]

Ibc from [REDACTED] stated the dealership said her warranty will not cover parts and labor due to being an external factor maintenance piece. The vehicles fuel filter was cracked, customer was quoted [REDACTED] for parts and labor. Customer wanting confirmation on if her warranty will cover expense.

Next steps: Contact dealer for confirmation, set appointment for cust for an update.

[REDACTED]  
She | Her | Hers  
Customer Experience Specialist, [REDACTED] Team  
Hours: [REDACTED] Central

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 :  
Part Number :  
Dealer Name : Sun State [REDACTED] Inc  
Dealer P&A : [REDACTED]  
Dealer phone : [REDACTED]  
VIN : [REDACTED]  
Year : [REDACTED]  
Make : [REDACTED]  
Model : [REDACTED]  
Mileage : [REDACTED]  
Engine Specification : [REDACTED] HPCR V8 T/C DSL  
Transmission Specification : [REDACTED] AUTO TRANS ( [REDACTED] )-LG DSL  
Warranty Start Date : [REDACTED]  
Open Recall/FSA:

18N03DOOR LATCH FREEZING CONCERNS  
20N04STEERING LINKAGE DAMPER EXTENDED COVERAGE  
20M04POWER DOOR LOCK ACTUATOR FAILUREESP :ESP CONTRACT START DATE [REDACTED]  
CONTRACT SIGNATURE DATE [REDACTED] CONTRACT START DISTANCE: [REDACTED] OWNER OF  
VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE TO APPLY. FOR KEY SERVICE  
CLAIMS, PRIOR APPROVAL IS REQUIRED THROUGH WEPA.  
Hotline Contact : No  
Warranty History : NA

Obc to dealership could not get in contact with service advisor [REDACTED]. Was able to get SA email to request financial information. Email attached.

SA email: [REDACTED]

Next steps: Send email requesting financial amounts under warranty and follow up with cust to inform of next steps.

[REDACTED]  
She | Her | Hers  
Customer Experience Specialist, [REDACTED] Team  
Hours: [REDACTED] Central Standard Time  
Office: [REDACTED]

█████ C to █████ to inform her I have emailed SA Mr █████ and we are just awaiting a response.

Next steps: Follow up with cust █████ regarding any update

█████  
She | Her | Hers  
Customer Experience Specialist, █████ Team

Hours: █████ Central Standard █████  
Office: █████

CXS responded to dealership email requesting additional information so FAR can be completed. Email attached.

Next steps: Follow up with dealership and cust with scheduled appointments.

█████  
She | Her | Hers  
Customer Experience Specialist, █████ Team

Hours: █████ Central Standard █████  
Office: █████

Obc to dealership could not reach SA █████ or █████. Sent email to █████ to clarify if parts and labor would or would not be covered if cust was still under warranty. Email attached

Next steps: Continue with cust followup call back and wait for SA email response.

█████  
She | Her | Hers  
Customer Experience Specialist, █████ Team

Hours: █████ Central Standard █████  
Office: █████

Email from █████ confirming parts are not warrantable. Email attached.

Next steps inform cust █████ is unable to assist financially due to parts not being warrantable.

█████  
She | Her | Hers  
Customer Experience Specialist, █████ Team

Hours: █████ Central Standard █████  
Office: █████

Obc to cust █████ no answer left voicemail and sent email confirming █████ is unable to Financially assist due to parts not being warrantable. Email attached.

Next step contact cust again to insure she has received voicemail and email.

█████  
She | Her | Hers  
Customer Experience Specialist, █████ Team

Hours: █████ Central Standard █████  
O: █████ ext. █████

█████ C to cust █████ to inform we are unable to assist financially with parts, labor, or rental assistance, no answer left voicemail.

Next steps: Continue with scheduled follow up dated █████

█████  
Customer Experience Specialist, █████ Team

Hours: █████ Central Standard █████  
Office: █████

Obc to dealership was unable to get in contact with anyone from the service department.

Next steps: attempt to call cust again to ensure she has received the information.

█████  
Customer Experience Specialist, █████ Team

Hours: █████ Central Standard █████  
Office: █████

[REDACTED]

Email to cust [REDACTED] attached, regarding missed contact.

Next steps: Continue scheduled callback dated [REDACTED]

[REDACTED]  
Customer: [REDACTED] Specialist, [REDACTED] Team

Hours: [REDACTED] Central Standard Time  
Office: [REDACTED]

[REDACTED] C to cust [REDACTED] to confirm she has received my voicemails and email no answer left voicemail. Recap email attached.

Next steps: No further actions needed.

[REDACTED]  
Customer: [REDACTED] Specialist, [REDACTED] Team

Hours: [REDACTED] Central Standard Time  
Office: [REDACTED]

[REDACTED]  
Truck Interim Supervisor

Case is clear to close

Obc (Courtesy Call) Left message on recorder, verified repair, not at warrantable rate, unable to assist  
Called cust to see how the vehicle is holding up after the repairs and Thanked them for being Loyal to our  
[REDACTED] family and brand

[REDACTED]  
Truck Supervisor

[REDACTED]  
[REDACTED]

[REDACTED] R activity must be active until case is clear to close

CASE ATTACHMENTS:

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[RE\\_](#) [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[Recap email-](#) [REDACTED]

---

**From:** [REDACTED]  
**Sent:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Recap email- [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Hello [REDACTED],  
It was a pleasure working with you to assist with your [REDACTED] [REDACTED]. Partnering with [REDACTED] I do apologize we were unable to address your vehicles concern while trying to keep you updated throughout the process. If you have any further questions or concerns regarding this repair - any additional comments or feedback - please do not hesitate to reach out to me. Thank you for being a valued customer and a part of the [REDACTED] family.  
You will receive a survey to share your experience with me only and I would appreciate if you would provide your honest feedback.  
Respectfully,  
[REDACTED]®

[REDACTED]  
She | Her | Hers  
Customer Experience Specialist, [REDACTED] Team  
Hours: [REDACTED] [REDACTED] Central Standard Time  
O: [REDACTED] ext. [REDACTED]

---

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

Hello [REDACTED],

I am Following up from our phone conversation [REDACTED] 3 I have also left a voicemail on [REDACTED] regarding an update. I have been in contact with your local dealership, and after thoroughly reviewing your request, it has been determined that [REDACTED] will be unable to fulfill our offer to provide financial assistance due to the parts that are needed to repair your vehicle are not warrantable. If you have any further questions or concerns regarding this repair - any additional comments or feedback - please do not hesitate to reach out to me. Thank you for being a valued customer and a part of the [REDACTED] family.

Thank you!

[REDACTED]  
She | Her | Hers  
Customer Experience Specialist, [REDACTED] CX Team  
Hours: [REDACTED] [REDACTED] Central Standard Time  
O: [REDACTED] ext. [REDACTED]

---

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

Hello [REDACTED],

I am Following up from our phone conversation [REDACTED] 3 I have also left a voicemail on [REDACTED] [REDACTED] regarding an update. I have been in contact with your local dealership, and after thoroughly reviewing your request, it has been determined that [REDACTED] will be unable to fulfill our offer to provide financial assistance due to the parts that are needed to repair your vehicle are not warrantable. If you have any further questions or concerns regarding this repair - any additional comments or feedback - please do not hesitate to reach out to me. Thank you for being a valued customer and a part of the [REDACTED] family.

Thank you!

[REDACTED]  
She | Her | Hers  
Customer Experience Specialist, [REDACTED] CX Team  
Hours: [REDACTED] [REDACTED] Central Standard Time  
O: [REDACTED] ext. [REDACTED]

---

**From:** [REDACTED] <[REDACTED]>  
**Sent:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED]

Parts are not a warrantable item. Fuel filters are prev maint

---

**From:** [REDACTED] <[REDACTED]>  
**Sent:** [REDACTED]  
**To:** [REDACTED] <[REDACTED]>  
**Subject:** RE: [REDACTED]

Hello [REDACTED],

Thank you for responding. I have also left you a voicemail but I am just needing clarification on the warranty coverage. Are you saying the parts and labor would not be covered if the customer was still under warranty?

Thank you

---

**From:** [REDACTED] <[REDACTED]>  
**Sent:** [REDACTED]  
**To:** [REDACTED] <[REDACTED]>  
**Subject:** RE: [REDACTED]

No not under warranty, tech findings V/C [REDACTED] SECONDARY FUEL FILTER HAS PIN HOLE LEAK IN TOP SPRAYING DIESEL FUEL ON UNDERSIDE OF HOOD AND WIPER COWL. REPLACED FILTERS, WIPER COWLS AND HOOD LINER.

labor [REDACTED] misc [REDACTED] tax [REDACTED] ro open date [REDACTED], line [REDACTED] mi  
[REDACTED], labor [REDACTED] misc [REDACTED] tax [REDACTED] total [REDACTED]

---

**From:** [REDACTED] <[REDACTED]>  
**Sent:** [REDACTED]  
**To:** [REDACTED] <[REDACTED]>  
**Cc:** [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>  
**Subject:** RE: [REDACTED]

Hello [REDACTED],

Thank you for responding could you also provide the requested information bellow so we can proceed with this process:

Need the answer if under warranty would the parts and labor be covered?

Total Repair Cost: \$  
Repair Order Number [REDACTED] (please):  
Open Date:  
Open Miles:  
Line Number for possible financial contribution:  
Dealer P&A Code:

Thank you for your partnership,

She | Her | Hers

Customer Experience Specialist, [REDACTED] Team

Hours: [REDACTED] Central Standard Time

O: [REDACTED]

---

**From:** [REDACTED] <[REDACTED]>

**Sent:** [REDACTED]

**To:** [REDACTED] (R.) <[REDACTED]>

**Cc:** [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

**Subject:** RE: [REDACTED]

**WARNING:** This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

[REDACTED], I have entered info into gcct case and have not heard back.

The entry is as follows:

V/C FOUND SECONDARY FUEL FILTER HAS PIN HOLE LEAK IN TOP SPRAYING DIESEL FUEL ON UNDERSIDE OF HOOD AND WIPER COWL. REPLACED FILTERS, WIPER COWLS AND HOOD LINER.

labor [REDACTED] misc [REDACTED] tax [REDACTED]

Would to hear back soon on this matter.

Thanks,

[REDACTED]  
[REDACTED]  
Internal Service Admin/Advisor

[REDACTED], ext [REDACTED]

Cell [REDACTED]

Email- [REDACTED]

---

**From:** [REDACTED] <[REDACTED]>

**Sent:** [REDACTED]

**To:** [REDACTED] <[REDACTED]>

**Subject:** FW: [REDACTED]

---

**From:** [REDACTED] (R.) <[REDACTED]>

**Sent:** [REDACTED] M.J. = BEST



To: [REDACTED] <[REDACTED]>  
Subject: [REDACTED]

Hi Mr. [REDACTED],

My name is [REDACTED] I am the customer experience specialist assisting mutual customer [REDACTED] with their [REDACTED] [REDACTED], (last [REDACTED] of VIN is ([REDACTED])). The customer is requesting financial assistance for their repairs and [REDACTED] is waiting for your dealership to provide the requested repair information at warranty rates to progress this case. Please complete the associated financial assistance request in the GCCT so that the request for financial assistance can be reviewed; or please provide the following at warranty pricing:

Diagnosis / Customer Concern / Vehicle Failure:

IF under warranty would the parts and labor be covered?

Warranty Price for PARTS: [REDACTED]

Warranty Price for LABOR: [REDACTED]

Tax: [REDACTED]

Total Repair Cost: [REDACTED]

Repair Order Number [REDACTED] (please):

Open Date:

Open Miles:

Line Number for possible financial contribution:

Dealer P&A Code:

Any financial support for this repair will come from the [REDACTED] not your FLP ([REDACTED]) budget. Thank you for your assistance.  
Thank you for your partnership,

[REDACTED]  
She | Her | Hers

Customer Experience Specialist, [REDACTED] Team

Hours: [REDACTED] [REDACTED] Central Standard Time

O: [REDACTED] ext. [REDACTED]

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] Concern NA CRC COMMUNICATION: Ph [REDACTED]  
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria  
DEALER NAME [REDACTED]  
PA CODE: [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE: [REDACTED]  
BODY STYLE: [REDACTED] DRW  
LAST NAME [REDACTED] NAME MIDDLE: | |  
ADDRESS:  
CITY [REDACTED] ZIP COUNTRY: | | |  
HOME PHONE:  
SYMPTOMS: Driving Performance | Runs Rough | Not Listed | UNKNOWN  
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME [REDACTED]  
COMMENTS:

[REDACTED] steering gear box has g [REDACTED] bad. [REDACTED] Dealership told him to call us for assistance because the repair would have fallen under the bumper to bumper warranty but since he's over on the miles its no longer active. Customer is requesting Financial Assistance. I let the customer know that the [REDACTED] would have to be at the dealership in order for us to proceed with the request and to give us a call back once it's there. NEXT STEPS - Resolve case [REDACTED] Customer Experience Specialist | [REDACTED] Team [REDACTED] \*\*\* [REDACTED] not a Concern agent I am on the Inquiry team, if a customer calls back in a concern agent will have to further assist with customers concerns to progress the case Thank you! \*\*\*

[REDACTED] - Address - Verified Email - [REDACTED] Miles - [REDACTED] where is vehicle - Rental/Lease - Does CX need [REDACTED] - VIN - FLP - [REDACTED] No Access To Again\*\* Customer Says - The steering gear went bad. There is a clunking noise coming from the steering column. CX said the vehicle is at the dealership and he is looking for financial assistance. Next Steps: call dealer to speak to SA [REDACTED] She/Her/Hers Customer Experience Specialist. [REDACTED] Team Hrs. [REDACTED] E: [REDACTED] O: [REDACTED]

[REDACTED] C to Service: [REDACTED] was not available. I was told to try back in [REDACTED] Next Steps: call back for RO details [REDACTED] She/Her/Hers Customer Experience Specialist. [REDACTED] Team Hrs. [REDACTED] E: [REDACTED] O: [REDACTED]

[REDACTED] C to Service: I spoke to [REDACTED] and he said he has not been able to get to the customer's details yet. He said to send over an email requesting RO details and he will get the warranty rates and send it back. Next Steps: send email to SA for RO details [REDACTED] She/Her/Hers Customer Experience Specialist. [REDACTED] Team Hrs. [REDACTED] E: [REDACTED] O: [REDACTED]

[REDACTED] OBEM to SA Please send over the following, Dealer Code - RO# - RO Open Date - Miles at RO open date - RO Line# - Warranty Part Amount - \$ Warranty Labor Amount - \$ Total - \$ Needed Part - Part Number - Is there a delay in parts? If customer was under warranty, would this repair be covered? Tech Findings? Recommended repair? Recommended lead frame be replaced. Thanks, [REDACTED] She/Her/Hers Customer Experience Specialist. [REDACTED] Team [REDACTED] M.T.W.F.S. E: [REDACTED] O: [REDACTED] 3 [REDACTED]

[REDACTED] to CX: CX has been advised that I spoke to the service advisor and was told that he would send over RO details so that we can move forward with financial assistance request. Next Steps: schedule follow-up for details [REDACTED] She/Her/Hers Customer Experience Specialist. [REDACTED] Team Hrs. [REDACTED] E: [REDACTED] O: [REDACTED]

[REDACTED] IBEM from SA CUSTOMER: [REDACTED] MACHINE [REDACTED] CAS#: [REDACTED] DEALER CODE: [REDACTED] RO OPEN DATE: [REDACTED] MILEAGE: [REDACTED] LINE # A WARRANTY PART AMOUNT [REDACTED] WARRANTY LABOR AMOUNT [REDACTED] TOTAL REPAIR AMOUNT [REDACTED] NEEDED PART: STEERING GEAR ASSEMBLY PART NUMBER: [REDACTED] DELAY IN PARTS: NO THIS REPAIR WOULD BE COVERED IF [REDACTED] CLE WAS STILL WITHIN BUMPER TO BUMPER WARRANTY. TECH FINDINGS: INTERNAL CONCERN WITH STEERING GEAR ASSEMBLY. RECOMMENDED REPAIR: REPLACEMENT OF STEERING GEAR ASSEMBLY THANKS [REDACTED] (SVC. MGR.) [REDACTED]

[REDACTED] Hello [REDACTED] We are going to cover [REDACTED] and he will be responsible for [REDACTED] plus any additional taxes and fees. Can you tell me the status of the vehicle at this time? Thanks, [REDACTED]

[REDACTED] to CX: CX has accepted fin assist offer is grateful for assistance. I advise i will reach out to SA about ETA for completion. Next Steps: call dealership to get an update on repair status [REDACTED] She/Her/Hers Customer Experience Specialist. [REDACTED] Team Hrs. [REDACTED] E: [REDACTED] O: [REDACTED]

[REDACTED] C to Service: SA [REDACTED] was out on a test drive. I advised i would follow-up via email for updates. Next Steps: send email to SA [REDACTED] for status of vehicle [REDACTED] She/Her/Hers Customer Experience Specialist. [REDACTED] Team Hrs. [REDACTED] E: [REDACTED] O: [REDACTED]

[REDACTED] OBEM to SA [REDACTED] The approval code is [REDACTED]. Can you send the part number and ETA for arrival after ordering? Thanks. [REDACTED] From: [REDACTED] Sent: [REDACTED] To: [REDACTED] (U.) Subject: Re: [REDACTED] WAS WAITING ON APPROVAL TO ORDER REPLACEMENT STEERING, WAS NOT SURE IF YOU HAVE CONTACTED CUSTOMER WITH [REDACTED] AN EMAIL.

[REDACTED] C to Parts: The part has arrived. Next Steps: speak with SA [REDACTED] for ETA [REDACTED] She/Her/Hers Customer Experience Specialist. [REDACTED] Team Hrs. [REDACTED] E: [REDACTED] O: [REDACTED]

[REDACTED] C to Service: I spoke to SA [REDACTED] and he said the dealership is back-up and he will need at [REDACTED] to get the vehicle in. He said the customer is driving his vehicle so they will just need to schedule an appointment. He asked that i tell the customer that his part is in and ask that he makes contact with the dealership for appointment. Next Steps: Call CX to inform of updates [REDACTED] She/Her/Hers Customer Experience Specialist. [REDACTED] Team Hrs. [REDACTED] E: [REDACTED] O: [REDACTED]

C to CX: CX has been advised that his part arrived. He was also advised to make contact with SA before end of day in regards to scheduling an appointment. Next Steps: Schedule follow-up to speak to SA about appointment. She/Her/Hers Customer Experience Specialist, Team Hrs. E: O:

C to Service: I called to see if an appointment has been scheduled for the vehicle to go into the dealership but there was no answer. Next Steps: Call CX to see if appointment has been scheduled. She/Her/Hers Customer Experience Specialist, Team Hrs. E: O:

C to CX: The CX said he has not gotten a call from the . He said he will try to stop by the dealership for update. Next Steps: send portal message for scheduling update, schedule follow-up for update. She/Her/Hers Customer Experience Specialist, Team Hrs. E: O:

C to Service: was unavailable. the vehicle is not scheduled in yet. Next Steps: call at next MO to speak to . She/Her/Hers Customer Experience Specialist, Team Hrs. E: O:

C to Service: I spoke to SM and he said his service drive is still backed up and asked that i check in with him. Next Steps: Call customer to advise of status. She/Her/Hers Customer Experience Specialist, Team Hrs. E: O:

C to CX: I spoke to Mr. and advised him that the service drive is delayed and his service advisor asked for an additional week to get the vehicle in for repairs. Next Steps: Schedule follow-up for to speak to SA. She/Her/Hers Customer Experience Specialist, Team Hrs. E: O:

C to Service: I spoke to the service advisor and he told me they are still going through a shop delay. He said they are behind. Initial advisor was not available. Next Steps: Email CX. Schedule for shop status. She/Her/Hers Customer Experience Specialist, Team Hrs. E: O:

C to Service: There was no answer and no message was left for recontact. Next Steps: call at next MO. She/Her/Hers Customer Experience Specialist, Team Hrs. E: O:

C to Service: SA was not available to speak with me. No message was left. Next Steps: Call CX to see if appointment has been scheduled. She/Her/Hers Customer Experience Specialist, Team Hrs. E: O:

C to Service: I spoke to and he said we are still dealing with a shop capacity delay. He said they have more business than they can handle at this time. Next Steps: Email contact to CX to advise of no update. She/Her/Hers Customer Experience Specialist, Team Hrs. E: O:

C to Service: I spoke to SA and he said he spoke to the CX and there is a fuel leak. There is pin hole in the fuel filter. It was fixed and the customer paid out of pocket. The CX will be dropping the vehicle either tonight or . He said if he does they will get the job down. Next Steps: send email contact to CX. She/Her/Hers Customer Experience Specialist, Team Hrs. E: O:

C to Service: I spoke to SA and he advises the vehicle has been completed. We confirmed amounts for fin assist request and i advised if he had any questions to reach out to me. Next Steps: Call CX for satisfaction. She/Her/Hers Customer Experience Specialist, Team Hrs. E: O:

C to Service: CX said the vehicle is driving as it should be. He said there was a concern with a recall but his vehicle is not in that recall. CX said he has already paid out of pocket so i advised he keep his receipt in the event it becomes a recall attached to his VIN. Next Steps: submit to close. She/Her/Hers Customer Experience Specialist, Team Hrs. E: O:

\*\*\*Case owner is out of office, is assisting with f/u\*\*\*

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM [REDACTED] Recall NA [REDACTED] COMMUNICATION: Phone  
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | CLP / [REDACTED] Loyalty Criteria | Has not been to Dealer  
DEALER NAME [REDACTED]  
[REDACTED] CODE: [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] SUPER DUTY MILEAGE:  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED]  
ADDRESS [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Odor | Fuel | UNKNOWN  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]  
COMMENTS:  
[REDACTED]

CUST SAYS  
Cust recently found a leak on his veh, found recall [REDACTED] on the fuel filter housing online. Saw gas and smells fuel as well. He is asking for assistance with getting his truck fixed.  
PER CUST, [REDACTED] SAYS  
[REDACTED] ADVISED  
Asked for the VIN.  
OUTSTANDING FIELD SERVICE ACTIONS  
[REDACTED] FRONT VIEW AND CENTER HIGH MOUNT STOP LAMP CAMERA IMPROPER FUNCTION  
[REDACTED] REAR VIEW CAMERA REPLACEMENT DUE TO A FOGGY IMAGE  
Checked Safety Recall [REDACTED]  
AFFECTED VEHICLES Super Duty  
Model Year [REDACTED]  
Assembly Plant [REDACTED] Truck  
Build Dates [REDACTED]  
His veh BUILD DATE: [REDACTED] PLANT BUILD, was never included in recall [REDACTED]  
FIN ASSIST CRITERIA MET but has not been to dlr.  
VEHICLE DESCRIPTION: [REDACTED] DUTY  
VIN [REDACTED]  
MILEAGE [REDACTED]  
WARRANTY START DATE: [REDACTED]  
BUILD DATE [REDACTED] PLANT BUILD [REDACTED]  
[REDACTED] 96  
In regards to his request for assistance with repairs, informed cust that his concern being escalated to [REDACTED], his veh has to be diagnosed.  
Made [REDACTED] C to selling dlr [REDACTED] using [REDACTED] warm transfer to [REDACTED].

[REDACTED]  
[REDACTED]  
Tel : [REDACTED]  
KB LINK not working Assisting Customers with General Inquiries and Contact Handling for Field Service Actions (FSA) Financial Assistance Escalation Criteria

CASE ATTACHMENTS:

■ E NUMBER: ■  
OPEN ■ CLOSED ■  
RESPONSE TEAM: US Customer ■ CRC

STATUS: Resolved  
BUSINESS UNIT NAME ■  
COMMUNICATION: Proactive

■ E CLASS LV ■: Vehicle Concern | |

DEALER NAME ■

PA CODE: ■ SALES CODE ■

REGION: ■: ■

VIN: ■ MODEL YEAR ■

MODEL: ■ SUPER DUTY MILEAGE:

BODY STYLE: ■ CREWCAB SRW

LAST NAME ■ NAME MIDDLE: ■ | ■

ADDRESS: ■

■ COUNTRY: ■ - | ■ | ■

HOME PHONE ■

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

ANALYST NAME: ■

OPEN ANALYST NAME ■

COMMENTS:

■ ■

Customer Name: Customer Number: n/a CLV SCORE: Is the veh there? n/a Mileage? n/a RO# n/a RO date  
n/a Veh Concern? n/a Diagnosis: n/a Repairs ETA: n/a Offer delivery? n/a rental? n/a loaner? n/a  
Warrantable? n/a Technician Pending or assigned? ■: I called to see if the vehicle is currently in service  
and was told ■ SA is working to the customer but on lunch. The customer estimated repair completion is  
■ the customer had a leak. Next Steps: I will contact back for a status. ■  
Company Customer Experience Specialist, ■ Office: ■ ex ■

■

OBE to ■

Hello ■

I hope all is well. I am assisting your regional DXS, ■ with her case load at your dealership. In order to  
process your FAR I would need you to attach the invoice for the rental via a portal message. Once I have  
received the invoice I will provide you with your approval code. I am also working a few of the Roadside  
Proactive cases for this dealership. Can you please provide the details below for ■?

Your assistance is greatly appreciated.

■:  
Is the veh currently located at the dealership?  
Service Advisor:  
Customer Name:  
Customer Number:  
Mileage  
RO#  
RO Open date  
Veh Concern ( reason veh was towed in )  
Diagnosis (If available):  
Repairs ETA( if available) :  
Does your dealership Offer delivery?  
Was the cust put in a rental or loaner?  
Are the repairs Warrantable?  
Has a Technician been assigned?

■:  
Is the veh currently located at the dealership?  
Service Advisor:  
Customer Name:  
Customer Number:  
Mileage  
RO#  
RO Open date  
Veh Concern ( reason veh was towed in )  
Diagnosis (If available):  
Repairs ETA( if available) :  
Does your dealership Offer delivery?  
Was the cust put in a rental or loaner?  
Are the repairs Warrantable?  
Has a Technician been assigned?

Thank you for your time and for being a loyal ■ partner!

Respectfully,

■  
She | Her | ■  
Customer Roadside Proactive Coordinator  
Proactive Customer/Dealer Advocate  
O: ■

IBE from [REDACTED]  
[REDACTED]  
Is the veh currently located at the dealership? No  
Service Advisor: [REDACTED]  
Customer Name: [REDACTED]  
Customer Number: [REDACTED]  
Mileage: 37,416  
RO#: [REDACTED]  
RO Open date: [REDACTED]  
Veh Concern ( reason veh was towed in ): Fuel leak  
Diagnosis (If available): Diesel fuel filter leaking  
Repairs ETA( if available ) : 1  
Does your dealership Offer delivery? Yes  
Was the cust put in a rental or loaner? No  
Are the repairs Warrantable? Yes  
Has a Technician been assigned? Yes

[REDACTED] to CUST  
No answer, LVM to confirm satisfaction.

Next Steps: [REDACTED]  
Follow Up: [REDACTED]

[REDACTED]  
Proactive Roadside Coordinator  
Proactive Customer/ Dealer Advocate  
[REDACTED]  
office: [REDACTED]

[REDACTED] to [REDACTED] person answered the phone stated I had the wrong number-  
disconnected - recontacted CX - left vm - advised of the reason for the call- if this was not the owner of the  
vehicle to disregard the message Next Step: set follow up [REDACTED] @ Customer Experience  
Specialist/Dealer Experience Specialist, [REDACTED] CX/DX Team, [REDACTED]  
[REDACTED] office: [REDACTED]

[REDACTED]: I called and made third attempt to reach the customer and received v/m will send UTC letter if no  
response. Next Steps: I will send UTC letter if no response.



CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US [REDACTED] Dealer NA CRC COMMUNICATION: Web  
CASE [REDACTED]: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - VehPay; ConExp; Refund |  
DEALER NAME [REDACTED] of [REDACTED]  
[REDACTED] CODE: [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] DUTY MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] NAME MIDDLE: SETTLEMIRE [REDACTED] | L  
ADDRESS [REDACTED]  
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]  
HOME PHONE [REDACTED]  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED] CRM Portals - [REDACTED] PROD  
COMMENTS:  
[REDACTED]

CUSTOMER NOTED UNKNOWN LEAK . STOP IN AT [REDACTED] REPAIR SHOP ON  
[REDACTED] AT [REDACTED] . REPAIR INDICATES LEAKING FUEL FILTER HOUSING. REFERENCE RO  
[REDACTED] FUEL FILTERS REPLACED UNDER MAINT CONTRACT ON [REDACTED] AT [REDACTED] MILES . MILES  
DRIVEN [REDACTED] MILES.CUSTOMER REQUESTING FULL REFUND FOR OUT OF POCKET EXSPENSES.

OBPM TO DLR

Hello, thank you for reaching out . Was the repair done at a certified [REDACTED] dealership ?  
would the repairs have been covered under warranty ?  
and we cannot do a full refund , can you also provide the total labor cost and total parts cost  
[REDACTED]®  
proactive dealer advocate  
Office: [REDACTED] Ext. [REDACTED]  
[REDACTED] | [REDACTED]

- maintenance services was done at the dealership  
- But the repair he is needing reimbursed for was not done at a [REDACTED] dealership  
-he was over charged [REDACTED] agnoses and filters

PCDA informed, (sm) we cannot assist with any repair that is not done at a [REDACTED] Dealership and we will have  
to close out this case.

Please note this case will resolved and I will be completing your case and, you will receive a brief survey  
within the [REDACTED] regarding your experience with me. [REDACTED] and I add value your  
honest feedback to help us understand how we can improve in the future.  
Thank you  
[REDACTED]®  
proactive dealer advocate  
Office: [REDACTED] Ext. [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 CLASS LV [REDACTED]: Vehicle Concern | Financial Assistance | Out Of Warranty Coverage |  
DEALER NAME [REDACTED]

[REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREW CAB DRW  
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] | [REDACTED]

ADDRESS:  
[REDACTED] ZIP COUNTRY: | | |  
HOME PHONE:

SYMPTOMS: Start/Run/Move | Noise | Moving/Driving | UNKNOWN

ANALYST NAME [REDACTED] OPEN ANALYST NAME: [REDACTED]

COMMENTS:

[REDACTED]

Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED] PREFERS CONTACT VIA: Either or (preferably email) Company: [REDACTED] How many: 3 Position: Owner VIN: [REDACTED] Mileage: [REDACTED] Purchased: Used Symptoms: Engine had a knocking noise. Cust says he wants to make sure he got my email. [REDACTED] said that it was installed how [REDACTED] had advised. [REDACTED] installed the injector. Cust wants to know about the engine warranty for the engine that was done at [REDACTED]. [REDACTED] advised that the engine needed to be replaced due to the injector being installed incorrectly. Cust has purchased 2 [REDACTED]s in the [REDACTED]. What is cust seeking from [REDACTED]? Financial Reimbursement [REDACTED] advised cust that i can reach back out to [REDACTED] to get the prices so we can review for possible financial reimbursement as the warranty was denied by [REDACTED] based off dlr's diagnosis. I will follow up with the dlr [REDACTED] and contact you shortly after. Next steps: F/U with [REDACTED] in [REDACTED] [REDACTED]? No Dealer Details: Dealer: [REDACTED] in [REDACTED] Contact: Phone Number: [REDACTED] [REDACTED] MOTOR COMPANY [REDACTED] She/Her/Hers Customer Experience Specialist, [REDACTED] CX Team [REDACTED] mail. [REDACTED] prompt 1, 1 again ext. [REDACTED]

[REDACTED]

Case Number : [REDACTED] Customer : [REDACTED] AND SON Business Phone : NA Home Phone : NA Mobile Phone : [REDACTED] LTV Score : NA Vehicle Purchase Status : Subsequent Owner [REDACTED] Credit Contract Number : NA Part Number : NA 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] AUTO TRANS ( [REDACTED] ) -LG DSL Warranty Start Date : [REDACTED] Open Recall/FSA : [REDACTED] ESP : [REDACTED] NA Hotline Contact : NA Warranty History : [REDACTED]

[REDACTED]

OBE to cust:

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

Hello [REDACTED]

Thank you for taking the time to speak with me [REDACTED]. Your case number is [REDACTED]. I will be your point of contact moving forward. My contact information is at the bottom of this email and I am available [REDACTED] through [REDACTED] from [REDACTED] and [REDACTED]

I will be contacting the dealership to see how I can best assist you with your repair [REDACTED] and I will follow up with you shortly after. Please let me know if you have any questions or concerns before then.

[REDACTED] MOTOR COMPANY

She/Her/Hers

Customer Experience Specialist, [REDACTED] CX Team

[REDACTED] email: [REDACTED]  
O: [REDACTED] prompt 1 then 1 ext. [REDACTED]

[REDACTED]

[REDACTED] C to dlr [REDACTED] spoke with [REDACTED]. [REDACTED] advised that i am following up to get the parts and labor costs for the repair that was done. [REDACTED] advised that the repairs were done. [REDACTED] email is [REDACTED] CONCERN: CUSTOMER STATES THAT CHECK [REDACTED] IS ON HEARS A NOISE IN [REDACTED] CAUSE: CYLINDER #2 WASH-OUT FROM INCORRECTLY INSTALLED AND PROGRAMMED INJECTOR FROM PREVIOUS REPAIR FACILITY CORRECTION: REPLACED [REDACTED] AND TURBO (CUSTOMER AGREED TO PAY FOR REPAIRS AFTER BEING ADVISED OF REASON WHY REPAIRS WERE NOT WARRANTABLE) P&A CODE: [REDACTED] #: [REDACTED] LINE #: [REDACTED] OPEN DATE: [REDACTED] MILEAGE WHEN RO OPENED [REDACTED] costs: [REDACTED] Labor costs: [REDACTED] - Is the repair covered currently under any ESP, [REDACTED], POWERTRAIN, OR RECALL? NO -Would these repairs be covered if the vehicle was within warranty? NO -Are there any signs of misuse or lack of maintenance? YES, IMPROPER REPAIR OF CYLINDER 2 INJECTOR (MISSING FLOW RATE CALIBRATION) CAUSED CYLINDER WALL DAMAGE. NO DEFECT OR FAILURE OF PART WHICH WOULD MAKE THIS WARRANTABLE WAS PRESENT. WORTH NOTING THAT VEHICLE WAS BOUGHT FROM AUCTION WITH THIS ISSUE.

[REDACTED]

[REDACTED] C to cust @ [REDACTED] [REDACTED] left VM advising that i spoke with [REDACTED] and confirmed the RO info and prices. We typically don't review for this far back but i will still go through with the review process. I will need the maintenance records from you as well. I will also send an email Next steps: Send F/U email to cust

OBE to [REDACTED]:  
From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: [REDACTED] VIN: [REDACTED]

Hello [REDACTED],

Can you please attach a copy of Mr. [REDACTED]'s [REDACTED]? Thank you.

[REDACTED] COMPANY

She | Her | Hers

Customer Experience Specialist, [REDACTED] CX Team

Email: [REDACTED]

O: [REDACTED] prompt 1 then 1 ext. [REDACTED]

OBE to cust:

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

Hello [REDACTED],

I spoke with [REDACTED] and confirmed the repair order information and costs. Please provide the maintenance records for the vehicle. I will follow up with you again [REDACTED] for an update. Have a great day.

[REDACTED] COMPANY

She | Her | Hers

Customer Experience Specialist, [REDACTED] CX Team

Email: [REDACTED]

O: [REDACTED] prompt 1 then 1 ext. [REDACTED]

IBE from [REDACTED]:

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

IBE from cust:

-----Original Message-----

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

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

case [REDACTED]  
[REDACTED] the carfax service record it's very possible that some service visits may not be reported to carfax as is the case with [REDACTED]. I have included a copy of that RO [REDACTED] dated [REDACTED]. Also note the service visit [REDACTED] at [REDACTED]. I spoke with their service dept and they reported the truck had engine failure but I did not get any paper documents.

thanks

[REDACTED]

----- Original Message -----

Subject: [REDACTED]  
Date: [REDACTED]  
From: [REDACTED] >  
To: [REDACTED] >

Sent from my [REDACTED]

[REDACTED] C to cust @ [REDACTED] spoke with cust. [REDACTED] advised cust that I did get his email but there was no attachments. [REDACTED] advised that I have all the information I need from the dir. Once I get the records from you then I can begin the review process. I will follow up with you on [REDACTED] in case I don't get the maintenance records. Next steps: F/U with cust [REDACTED]

IBE from cust:

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

IBE from cust:

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

IBE from cust:

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

IBE from cust:

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

IBE from cust:

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

IBE from cust:

-----Original Message-----

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

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

[REDACTED] wanted to verify you received the service documents I sent today if you didn't receive them please let me know.

If you have the documents I wanted to point out issues with this truck

Turbocharger replaced  
Turbocharger replaced  
Turbocharger replaced

Turbo mfg information states that 90 percent of all turbo failures occur due to low oil pressure. I believe this engine had oil pressure issues due to the high number of turbo failures, also note the oil gallery that feeds the turbo also feeds the piston cooling jets to that failed cylinder.

I will give you a call in the morning to discuss another issue

Thanks

[REDACTED] C to cust @ [REDACTED] with cust. [REDACTED] advised that i did get the maintenance records. Cust said that there are so many discrepancies on the dlr reports. It says that check engine light was on but cust says thats not true. Dlr goes on to say that they pulled the [REDACTED] out but failed to mention that the oil ring was broken. Dlr denied cust to look at the pistons but he didnt think of it of a big deal at the time. Dlr was also supposed to send back the engine for inspection but didnt do that. He believes it a high number of turbos that had to be replaced. [REDACTED] advised that i do have all the information i need to review for possible financial assistance. Cust believes that [REDACTED] didnt diagnose it correctly. Cust feels that the dlr dragged it out as it was down for a few months. Dlr advised cust to contact [REDACTED] and he dealt with them for months and they dont even cover [REDACTED]. [REDACTED] advised that i will follow up with you on [REDACTED] for an update. Next steps; F/U with cust [REDACTED]

IBE from cust:

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

C to cust [REDACTED] with cust. [REDACTED] advised that we are still reviewing the case for possible financial assistance. Sometimes it can take a little longer due to the circumstances but i hope to have an answer by [REDACTED] said that the SA that was at [REDACTED] before but he is at a different dlr now. [REDACTED] advised that we do have all the info we need. Next steps: F/U with cust [REDACTED]

C to cust [REDACTED] with cust and advised that i have completed my review, regrettably there are no programs available to assist financially with this repair. I will send you an email as well and follow up with you [REDACTED]. Next steps: Send email. F/U with cust [REDACTED]

OBE to cust:

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

Good Afternoon,

Thank you for your patience as I have completed my review. After reviewing my resources, unfortunately there are no programs available to assist with the repair costs. I do apologize that we are not able to assist as your vehicle is beyond the limits for possible goodwill assistance.

[REDACTED] COMPANY

She|Her|Hers

Dealership Experience Specialist, [REDACTED] Team

Email: [REDACTED]

C: [REDACTED] prompt 1 then 1 ext. [REDACTED]

C to cust [REDACTED] with cust and he advised that he got my message. He wants to see if there was a reason why we cant help. [REDACTED] advised cust that our info is proprietary to [REDACTED] and we apologize that we are not able to help with this repair. [REDACTED] asked why [REDACTED] will not cover it under warranty. [REDACTED] asked that our dlr's do determine if a repair is considered warrantable and we cannot overturn a dlr's diagnosis, if the repairs didnt have been completed cust could have taken it to get a [REDACTED] [REDACTED] said that they did it correctly. [REDACTED] said that [REDACTED] took the engine out and advised what the problem was and the engine was supposed to be sent to be technically inspected but [REDACTED] didnt send it back even though they said they would and told him to pay the [REDACTED]. If he knew that [REDACTED] wasnt going to send it back he wouldnt have paid. [REDACTED] said that he signed off on something that he shouldnt have but he trusted the dr. [REDACTED] says that he doesnt know how [REDACTED] made their determination because its not consistent. [REDACTED] asked if i have any contacts that can further help him. [REDACTED] advised that i do not. I would recommend to reach out to [REDACTED]. [REDACTED] says that they are not easy to talk to and will seek professional help as he is not sure where to go from here. [REDACTED] advised that i can submit feedback to [REDACTED]. [REDACTED] put together an email regarding his experience with the dr. [REDACTED] advised that i will follow up with him on [REDACTED] about the dlr feedback. Next steps: F/U with cust [REDACTED]

C to cust [REDACTED] VM advising that i am following up to get his feedback on the dlr so i may submit it to our [REDACTED] team. I will send you an email and you can include your feedback about the dlr. I will follow up with you again on [REDACTED]. Next steps: Send cust email. F/U with cust [REDACTED]

OBE to cust:

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

Good Afternoon,

I am following up to gather your feedback about the dealership so I may submit this information to our Dealership Experience Specialist team. Please reply to this email regarding your experience with [REDACTED]. I will follow up with you again on [REDACTED] for an update. Have a wonderful weekend.

[REDACTED] COMPANY

She|Her|Hers

Dealership Experience Specialist, [REDACTED] Team

Email: [REDACTED]

C: [REDACTED] prompt 1 then 1 ext. [REDACTED]

[REDACTED] to cust [REDACTED] with cust and advised that i am following up to about the dealership feedback. He said he does want to submit the feedback but might need a few days. He has a certified mechanic that is reviewing the technical information on this case and will be writing the cust a letter on his info and wants to attach to the feedback. [REDACTED] S advised that i will be OOO but someone will follow up with you to get the dlr feedback. [REDACTED] said that he will also be going out of town until [REDACTED]. [REDACTED] said that the tech asked about the technicians qualifications. [REDACTED] advised that our [REDACTED] technicians are certified by [REDACTED]. [REDACTED] says that the best time to follow up would be [REDACTED]. [REDACTED] advised that i will set the F/U for [REDACTED]. You can provide the letter and feedback to the agent that follows up with you. Next steps: F/U with cust [REDACTED]

[REDACTED] SUBJECT-B GCCT

[REDACTED] to [REDACTED]

No answer

[REDACTED] to [REDACTED] - [REDACTED] ADV OF [REDACTED] Good morning, I am [REDACTED] with her case [REDACTED] and I wanted to follow-up for your dealership feedback. [REDACTED] - This truck was taken into service at [REDACTED] with a knock and that dlr placed an injector in the vehicle. It helped but did not fix. They advise taking the veh to a larger veh bc they did not have the capability. [REDACTED] dlr in MT. cust was adv that engine was no good, and the SM noticed that the injector was replaced and they noticed the injector was replaced and the injector had scarring and the injector was installed incorrectly by [REDACTED] Promised to send the engine back to be looked at and was repaired since [REDACTED] and was just sitting on his lot, Engine got back for technical look at. [REDACTED] left and the engine never got sent back for technical inspection. [REDACTED] said since they paid they would not reimburse. SM at [REDACTED] said that the injectors caused the knock [REDACTED] they didn't create an RO at the [REDACTED] Drove the veh [REDACTED] and it started leaking and was done at the veh for additional repairs. was at the dlr for [REDACTED] Kind of awkward to deal with this warranty. Has had [REDACTED] replaced we feel like there is other issues. does not feel that the tech diag accurately and the SA had a lot of confusion on the engine. Seems to me that the engine was knocking at the first [REDACTED] and when the engine starts knocking. [REDACTED] dealers are kind of touchy. [REDACTED] adv that dlrs are independently operated and owned. Knows a mechanic and he will provide me a letter with why he thinks the engine failed. [REDACTED] adv that we typically need diags from [REDACTED] certified engineers but I would be happy to put it in your case in case [REDACTED] would like to take his findings into consideration. [REDACTED] Needs to email over engine oil sample. [REDACTED]

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

Good morning, [REDACTED]

Thank you for speaking with me [REDACTED] I am emailing to request a copy of [REDACTED]'s engine oil sample.

Thank you,

[REDACTED]  
Customer Experience Specialist, [REDACTED] CX  
O: [REDACTED] ext. [REDACTED]

[REDACTED] sent an additional information upon BC.

-----Original Message-----

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

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See attached oil sample report if you need any additional information please let me know.

Thanks

----- Original Message -----

Subject: Oil  
Date: [REDACTED]  
From: [REDACTED] >  
To: [REDACTED] >

-----Original Message-----

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

Thank you!

[REDACTED]  
Customer Experience Specialist, [REDACTED] CX [REDACTED]  
O: [REDACTED] ext. [REDACTED]

DLR Feedback case [REDACTED] created: [REDACTED] This truck was taken into service at [REDACTED] with a knock and that dlr placed an injector in the vehicle. It helped but did not fix. They advise taking the veh to a larger veh bc they did not have the capability. Promised to send the engine back to be looked at and was repaired since [REDACTED] and was just sitting on his lot. Engine got back for technical look at. [REDACTED] left and the engine never got sent back for technical inspection. [REDACTED] said since they paid they would not reimburse. SM at [REDACTED] said that the injectors caused the knock which doesn't make sense since the knock was present at [REDACTED] SENT TO NA DEALER US - This feedback will be internally reviewed by [REDACTED] and the Dealership.

[REDACTED] SUBJECT-B GCCT



-----Original Message-----

From:

Sent:

To:

Subject:

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not sure what all communicated to you but I want to make you aware of a on the RO that is not correct the check engine light was never on as stated it was the air bag light on the piston was not odd shaped it had a broke ring and moderate piston skirt galding stated checked engine several for leaks, upon payment for repairs dove truck it had major fuel leak and returned to dealer within indicated I needed a new fuel system which took additional which should also be warranty.

Thanks

TG approved

-----Original Message-----

From:

Sent:

To:

Cc:

Subject: RE:

Good

morning, I am assisting with her follow-up. I have completed another review as follows. would like to refund you of the costs you incurred due to your loyalty with us. The parts will also come with a unlimited time Service Part Warranty. Please let me know if you accept this offer. Thank you, CX CX O: ext.

OBE to :

-----Original Message-----

From:

Sent:

To:

Subject: RE:

Good Morning,

I have spoke with and would like to refund you of the costs you incurred due to your loyalty with us. Please let me know if you accept this offer. I will follow up with you on for an update.

COMPANY

She|Her|Hers

omer Experience Specialist, CX Team

email:

prompt 1 then 1 ext.

to S spoke with and advised that we are able to approve He said that he wants to get my thoughts on some dealer notes as he hopes to get more. He doesnt want to accept the offer He said it should have been fully warranted and doesnt understand why wont see that they made mistakes. Another dealer sent their thoughts on the engine as well. that it was tough to get this approved and would be the final offer. that we do have to do based off the that worked on the veh. that what we can do is reimburse and the remainder would have to be worked out with that i will follow up with you again on to see if you accept the offer. Next steps: F/U with

to with and asked if he has thought over the offer. He said that he wants to speak with Mr about doing a warranty application and see what he can do for the He is hard to get in contact with but has been trying. He asked if there is a time frame on the offer. advised that the offer is good for that i will follow up with you on to give you time to speak with the dlr and think over the offer. Next steps: F/U with

to with and advised i got his VM. says he spoke with said that he will do what he can to help. asked what he would have to do. advised that he would have to work with the dlr to see what they can do. that we can only provide the reimbursement of says that when he spoke with said that even if the could prove the diagnosis is wrong they will not change it because it would make the dlr look bad. says that the injector was not programmed and has proved that. The dlr made an error but will not correct it. to work with asked if we could contact him and tell him what to do. advised that we cannot tell the dlr what to do. said that the veh was there in and was so it was still within warranty. The dlr would have to change their diagnosis to be covered but i am not sure of the process so he would have to work with the dlr. asked how he would like to move forward with our offer. said that he will speak to some more. that i will follow up with you on

to VM advising that i am following up to see if you accept our offer. Please contact me back. provided phone number and advised that i will follow up on in case i dont hear back.

to VM advising that i am following up to see if he accepts our offer. It is good for . I will not be here Monday or Tuesday so i will follow up on Next steps: F/U with

SUBJECT-B GCCT

IBE from [REDACTED]:

-----Original Message-----

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

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

please note date error on document [REDACTED] should read [REDACTED]

----- Original Message -----

Subject: Opinion  
Date: [REDACTED]  
From: [REDACTED]  
To: [REDACTED] >

Hey [REDACTED]  
See the attached document. Hope it helps.

[REDACTED]  
Service Manager  
[REDACTED]

[REDACTED] from [REDACTED] [REDACTED] says he sent me an email about the opinion but the date should be [REDACTED]. He said that he is still working to see what can be done about the other amounts. He is working with [REDACTED] at [REDACTED] and they were great. Mr. [REDACTED] is nice but the SA said that they will not change the diagnosis even if they are wrong. [REDACTED] believes that the dlr didnt even submit for warranty. He asked if the process would change if he accepts our offer and would like an email stating so. [REDACTED] was warned to take it to [REDACTED] and not [REDACTED]. [REDACTED] said if he took it to them it would have been covered. [REDACTED] said he is very happy with our [REDACTED] service. He hopes that there would be a tech hotline for [REDACTED] but hasnt found one. The Tech he got the second opinion from looked over everything. [REDACTED] advised [REDACTED] that i did get his email and see that he notated the date change. [REDACTED] advised that he can provide what he sent me to the dlr. [REDACTED] advised that i will look into seeing if he accepts our offer if it would effect the warranty process with the dlr if they did decide to overturn their original diagnosis and send him an email. [REDACTED] advised that the offer was made on [REDACTED] and it is good for [REDACTED]. [REDACTED] advised that we have Tech SMEs but they are not [REDACTED] facing. [REDACTED] advised that i will follow up with you on [REDACTED] COMPAN [REDACTED] O: [REDACTED] Snel Her Hers [REDACTED] ommer Experience Specialist, [REDACTED] Team [REDACTED] email: [REDACTED] O: [REDACTED] prompt 1, 1 again ext. [REDACTED]

OBE to [REDACTED]:

-----Original Message-----

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

Good Afternoon,

After some research, if you did decide to accept our offer of [REDACTED] it would not effect the warranty claim process if the dealership did decide to change their diagnosis and submit this repair to warranty. What most likely would happen is you would be reimbursed the remainder of the repair if the dealership changes their original diagnosis. The offer for repair reimbursement was made on [REDACTED] and is good for [REDACTED]. I look forward to our follow up on Wednesday for an update. Have a great weekend.

[REDACTED] COMPANY

Snel Her Hers

[REDACTED] ommer Experience Specialist [REDACTED] Team  
email: [REDACTED]

O: [REDACTED] prompt 1 then 1 ext. [REDACTED]

OBC to CUST [REDACTED] [REDACTED] S spoke with [REDACTED] and asked if he thought over the offer. [REDACTED] advised that i did look into our last conversation and it should not effect your reimbursement for the rest if the dlr did decide to overturn their diagnosis and submit the repair to warranty. [REDACTED] asked for an email stating that and he will reply back with accepting the offer. [REDACTED] spoke with [REDACTED] and disagrees with [REDACTED] diagnosis about the failed injector. [REDACTED] advised that i will send you the email and follow up with the dlr on [REDACTED] to start the reimbursement process and i will follow up with you on [REDACTED] Next steps: F/U with dlr [REDACTED]

OBE to cust:

-----Original Message-----

From:

Sent:

To:

Subject: RE:

Good Afternoon,

Please see the previous email stating it would not effect the warranty claim process if the dealership did decide to change their diagnosis. Please confirm you do accept the offer of [REDACTED] and provide your name and address that you would like to have the check issued to. I look forward to our follow up on [REDACTED]. Have a great day.

[REDACTED] COMPANY

She|Her|Hers

Customer Experience Specialist, [REDACTED] Team

email: [REDACTED]

O: [REDACTED] prompt 1 then 1 ext. [REDACTED]

BC approved. Cust accepts offer.

OBC to CUST [REDACTED]

[REDACTED] S left VM stating that i am following up as i did not receive a reply back confirming he accepts our offer and provide address. I will send an another email and please reply so we have confirmation so i can reach out to [REDACTED] start the process. I will follow up with you again on [REDACTED]

Next steps: F/U with cust [REDACTED]

OBE to cust;

-----Original Message-----

From:

Sent:

To:

Subject: RE:

Good Morning,

Please confirm you do accept the offer of [REDACTED] and provide your name and address that you would like to have the check issued to. I will follow up with you on [REDACTED] for an update. Have a great day.

[REDACTED] COMPANY

She|Her|Hers

Customer Experience Specialist, [REDACTED] Team

email: [REDACTED]

[REDACTED] prompt 1 then 1 ext. [REDACTED]

OBC to dlr [REDACTED] [REDACTED] spoke with [REDACTED] and advised that i am following up to get a new RO opened as we will be providing reimbursement and to have the dlr send a check. [REDACTED] S confirmed info below and asked to send a copy of the RO to me. [REDACTED] provided email address. P&A Code- [REDACTED] R/O [REDACTED]  
Line- [REDACTED] Date Open- [REDACTED] Mileage on R/O [REDACTED]

IBE from [REDACTED]

From:

Sent:

To:

Subject:

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

Thank you,

Controller  
[REDACTED]

[REDACTED] SUBJECT-B GCCT

IBE from cust:

-----Original Message-----

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

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

[REDACTED] I have not received your email  
please call  
[REDACTED]

OBC to CUST [REDACTED] spoke with cust and advised i sent him the email [REDACTED] says that he has been having issues with his email. [REDACTED] advised that i still have confirmation that he accepted our offer and he would have to work out the remainder with the dlr. I did reach out to [REDACTED] and spoke with [REDACTED] to start the check process. I will request the approval code and they will issue a check once i provide it. [REDACTED] advised that i will chance our follow up from [REDACTED] to [REDACTED] and [REDACTED]  
[REDACTED] Next steps: F/U with cust [REDACTED]

-----Original Message-----

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

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

I have not received your email try again and copy to [REDACTED]

thanks  
[REDACTED]

OBE to cust:

-----Original Message-----

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

Good Morning,

After some research, if you did decide to accept our offer of [REDACTED] it would not effect the warranty claim process if the dealership did decide to change their diagnosis and submit this repair to warranty. What most likely would happen is you would be reimbursed the remainder of the repair if the dealership changes their original diagnosis. Thank you for accepted our offer of [REDACTED]. I am working with [REDACTED] at the dealership regarding the check process.

[REDACTED]  
She|Her|Hers

[REDACTED]omer Experience Specialist, [REDACTED] Team  
email: [REDACTED]

C.U. [REDACTED] prompt 1 then 1 ext. [REDACTED]

OBE to [REDACTED] at dlr:

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

Good Morning,

Please see the information for the check under [REDACTED] let me know if the code goes through.

[REDACTED] and [REDACTED]

Approval code: [REDACTED]  
Program Code: [REDACTED]  
Amount: [REDACTED]

She | Her | Hers

Customer Experience Specialist, [REDACTED] Team  
email: [REDACTED]  
prompt 1 then 1 ext. [REDACTED]

IBE from cust:

-----Original Message-----  
From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: email

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

[REDACTED] you resend the email and copy [REDACTED] I need your letter to confirm that I have the right to pursue the remainder of the engine warranty.

OBE to cust:

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

After some research, if you did decide to accept our offer of [REDACTED] it would not effect the warranty claim process if the dealership did decide to change their diagnosis and submit this repair to warranty. What most likely would happen is you would be reimbursed the remainder of the repair if the dealership changes their original diagnosis. Thank you for accepted our offer of [REDACTED]

I have provide [REDACTED] the information she needs to start the check process. I will follow up with her [REDACTED] for an update.

She | Her | Hers

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

Email thread between [REDACTED] and [REDACTED]:

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

Good Morning,

I will ask the [REDACTED] owner if he prefers to pick up the check or will have it mailed. If the [REDACTED] owner prefers to pick up the check, how soon can he do so?

[REDACTED] COMPANY

She|Her|Hers

Customer Experience Specialist, [REDACTED] CX Team  
email: [REDACTED]

O: [REDACTED] prompt 1 then 1 ext. [REDACTED]

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

Good morning,

It is submitted and shows to be paid. Do we need to mail the [REDACTED] owner the check or does he need to come pick it up and sign the invoice?

Thank you,

Controller  
Woolwin [REDACTED] Lincoln, Inc

[REDACTED] to CUST [REDACTED]

[REDACTED] spoke with [REDACTED] and advised that [REDACTED] said that the check is ready to go but wants to know if the [REDACTED] wants it mailed or if [REDACTED] wants to pick it up. Cust wants it mailed. [REDACTED] advised [REDACTED] that i did forward the emails to email you provided and i will let [REDACTED] know that you prefer to have the check mailed. Checks to be received in the mail typically takes [REDACTED] but i will confirm with [REDACTED]. Cust is going to work [REDACTED] to get the remainder of the amount reimbursed/submitted under warranty. [REDACTED] will not overturn the diagnosis even is they are wrong as they dont want to look back with [REDACTED]. [REDACTED] advised that based on what he has told me, [REDACTED] would be best to work with. [REDACTED] asked if the email he provided received my emails so i can provide the last contact email. He will reach out to him to confirm. [REDACTED] advised that i will follow up with you on [REDACTED] to confirm my emails have been received.

Next steps: F/U with [REDACTED]

Email thread between [REDACTED]:

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

Good Afternoon,

Customer would like to have it mailed to his address. Customer will also be trying to pursue the remainder of the amount by working with [REDACTED]. Do you have an ETA on when the check will be mailed out?

[REDACTED] COMPANY

She|Her|Hers

Customer Experience Specialist, [REDACTED] CX Team  
email: [REDACTED]

[REDACTED] prompt 1 then 1 ext. [REDACTED]

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

I can get it ready and leave it at the reception desk as soon as I know which he wants to do.

Thank you,

Controller  
Woolwin [REDACTED] Lincoln, Inc

IBE from cust:

-----Original Message-----

From: [REDACTED]  
Sent: [REDACTED]  
To: [REDACTED]  
Subject: letter/email

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

[REDACTED] wanted to confirm [REDACTED] received your email and he forwarded it to me. Thanks so much for all your help let me know if I need to do anything.

Thanks  
[REDACTED]

IBE from [REDACTED]:

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

They have already taken the mail for [REDACTED]. I will send it out in the morning.

Thank you,

[REDACTED]  
Controller  
[REDACTED] Lincoln, Inc

[REDACTED] to CUST [REDACTED] CXS left VM stating that [REDACTED] informed me that the check will be mailed [REDACTED]. It can take about [REDACTED] business days to arrive. I will send you an email including [REDACTED] to ensure you receive it. I will be making your case inactive but do not hesitate to reach out to me if there is anything else I can assist with.

OBE to cust:

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

Good Afternoon,

[REDACTED] informed me that the check will be mailed [REDACTED]. It can take about [REDACTED] business days to arrive. If you do not receive it within that time frame, please reach out to her at [REDACTED]. Her email address is [REDACTED]. I also did inform her that you will be pursuing the remainder of the amount for the repair. I will be making your case inactive but please never hesitate to reach out to me with any questions or concerns you might have in the future.

I do want to thank you for contacting [REDACTED] and allowing us to assist you with your [REDACTED]. I am glad we were able to assist with your repair.

Please look for an email within the next few days that includes a brief survey regarding your experience with me. We value your feedback so that we can better understand what we can do to improve in the future.

Thank you for being a valued customer and a part of the [REDACTED] family.

[REDACTED] COMPANY

She/Her/Hers

Customer Experience Specialist, [REDACTED] Team  
email: [REDACTED]  
[REDACTED] prompt 1 then 1 ext. [REDACTED]

Safety [REDACTED]: Nothing further needed, resolve case

[illegible]

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]





P.O. Drawer

Phone: [REDACTED] Fax: [REDACTED]  
Service: [REDACTED] Parts: [REDACTED]

"Customer Satisfaction is our Main Concern"

|                            |                             |                        |                               |                            |                           |
|----------------------------|-----------------------------|------------------------|-------------------------------|----------------------------|---------------------------|
| CUSTOMER NO. [REDACTED]    | LABOR RATE [REDACTED]       | LICENSE NO. [REDACTED] | MILEAGE 94,930                | COLOR [REDACTED]           | STOCK NO. [REDACTED]      |
| SEMINARY, MS [REDACTED]    | MODEL [REDACTED]            | TRUCK [REDACTED]       | CR [REDACTED]                 | DELIVERY DATE [REDACTED]   | DELIVERY MILES [REDACTED] |
| [REDACTED]                 | VEHICLE I.D. NO. [REDACTED] | 3                      | SELLING DEALER NO. [REDACTED] | PRODUCTION DATE [REDACTED] | REPRINT# 4                |
| [REDACTED]                 | F.T.E. NO. [REDACTED]       | P.O. NO. [REDACTED]    | R [REDACTED]                  | MO: [REDACTED]             |                           |
| RESIDENCE PHONE [REDACTED] | BUSINESS PHONE [REDACTED]   | COMMENTS [REDACTED]    |                               |                            |                           |

LABOR & PARTS  
J# 1 04FOZCKEL CK [REDACTED] LITE ON TECH(S): [REDACTED]

CUSTOMER STATES THAT CHECK [REDACTED] IS ON HEARS A NOISE IN

Noise was coming from the driver side of the engine. After doing a relative compression test we confirmed it was cylinder #2. Noticed that the injector for cylinder #2 had been swapped out. The other injector hold down bolts were Torx head and #2 had a [REDACTED] bolt head. Pulled engine and took the head off of that side of engine. We noticed the cylinder walls for #2 were damaged and the piston was odd shaped. Took engine all the way apart and inspected the bearings and wrist pin for any damage. No damage was found to the bearings and wrist pin. Only the piston and cylinder walls had damage. In my experience of dealing with diesels I do not believe it was an oiling issue with the engine. I believe it was a fueling issue with the injector. While going back with the new engine we noticed that the turbo was also bad.

Installed the new engine and new turbo. Programmed all 8 injectors and cleared all memory and history and fuel data. Test drove truck. No leaks or sounds were observed. Checked vehicle several [REDACTED] for leaks. (OK).

### DISCLAIMER OF WARRANTIES

WARRANTY STATEMENT: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, [REDACTED] hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and [REDACTED] assumes nor authorizes any other person to.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND OUR CONTROL.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

| PARTS            | QTY | FP | NUMBER          | DESCRIPTION          | UNIT PRICE |
|------------------|-----|----|-----------------|----------------------|------------|
| JOB # [REDACTED] |     |    | XO-10W30-5Q3SD  | [REDACTED] SAE       | [REDACTED] |
| JOB # 1          | 1   |    | 3 [REDACTED] NI | SERVICE [REDACTED]   | [REDACTED] |
| JOB # [REDACTED] |     |    | E ORDER         |                      |            |
| JOB # [REDACTED] |     |    | [REDACTED] C    | GLOW PLUG            | [REDACTED] |
| JOB # 1          | 1   |    | [REDACTED] C    | BRACKET              | [REDACTED] |
| JOB # 1          | 1   |    | [REDACTED] A    | PLUG - [REDACTED]    | [REDACTED] |
| JOB # 1          | 4   |    | [REDACTED] D    | BOLT - HEX. HE       | [REDACTED] |
| JOB # 1          | 1   |    | [REDACTED] D    | KIT - GASKET         | [REDACTED] |
| JOB # 1          | 1   |    | [REDACTED] A    | PLUG - [REDACTED]    | [REDACTED] |
| JOB # 1          | 1   |    | [REDACTED] D    | TUBE - OUTLET        | [REDACTED] |
| JOB # 1          | 1   |    | [REDACTED] A    | DUCT - [REDACTED]    | [REDACTED] |
| JOB # [REDACTED] |     |    | B/O             |                      |            |
| JOB # 1          | 1   |    | [REDACTED]      | COOLER [REDACTED]    | [REDACTED] |
| JOB # 1          | 1   |    | [REDACTED]      |                      | [REDACTED] |
| JOB # 1          | 2   |    | [REDACTED]      |                      | [REDACTED] |
| JOB # 1          | 2   |    | [REDACTED]      |                      | [REDACTED] |
| JOB # 1          | 1   |    | [REDACTED] H    | SEAL                 | [REDACTED] |
| JOB # 1          | 2   |    | [REDACTED]      |                      | [REDACTED] |
| JOB # 1          | 5   |    | [REDACTED]      |                      | [REDACTED] |
| JOB # 1          | 1   |    | [REDACTED]      | SEPARATOR [REDACTED] | [REDACTED] |
| JOB # 1          | 1   |    | [REDACTED]      |                      | [REDACTED] |
| JOB # 1          | 4   |    | [REDACTED]      | OIL - AUTOMATI       | [REDACTED] |
| JOB # 1          | 1   |    | [REDACTED]      | GASKET - INTAK       | [REDACTED] |

JOB # 1 TOTAL PARTS 13978.18

JOB # 1 TOTAL LABOR & PARTS 17083.18

Thank You!



N COLN

Phone:  
Service:Fax:  
Parts:*"Customer Satisfaction is our Main Concern"*

|                 |                     |            |                   |                 |
|-----------------|---------------------|------------|-------------------|-----------------|
| CUSTOMER NO     | ADVISOR             | TAG NO     | INVOICE DATE      | INVOICE NO      |
|                 |                     |            |                   |                 |
|                 | LABOR RATE          | LICENSE NO | MILEAGE           | COLOR           |
|                 |                     |            |                   |                 |
|                 | YEAR / MAKE / MODEL |            | DELIVERY DATE     | DELIVERY MILES  |
|                 | TRUCK/ CR           |            |                   |                 |
|                 | VEHICLE I.D. NO     |            | SELLING DEALER NO | PRODUCTION DATE |
|                 |                     |            |                   |                 |
|                 | F.T.E. NO           | P.O. NO    | R.O. DATE         | REPRINT# 4      |
|                 |                     |            |                   |                 |
| RESIDENCE PHONE | BUSINESS PHONE      | COMMENTS   | MO:               |                 |

& PARTS  
13FOZ ELECTRICAL SYS. BODY TECH(S):698  
CUSTOMER STATES AIR BAG WARNING ON

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
JOB # TOTAL PARTS  
JOB # 2 TOTAL LABOR & PARTS

DIESEL INSPECTION TECH(S): INTERNAL  
PERFORM QUALITY CARE INSPECTION  
COMPLETED.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
JOB # TOTAL PARTS  
JOB # 3 TOTAL LABOR & PARTS

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
JOB # A SS WASTE DISPOSAL AND SHOP SUPPLIES  
TOTAL - MISC 30.00  
30.00

TOTALS-----  
TOTAL LABOR....  
TOTAL PARTS....  
TOTAL SUBLET...  
TOTAL G.O.G....  
TOTAL MISC CHG.  
TOTAL MISC DISC  
TOTAL TAX.....

TOTAL INVOICE

**DISCLAIMER  
OF  
WARRANTIES**

WARRANTY STATEMENT: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and WOOLWINE assumes nor authorizes any other person to.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND OUR CONTROL.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

CUSTOMER SIGNATURE

DUPLICATE INVOICE

*Thank  
You!*



P.O. Drawer [REDACTED]  
Phone [REDACTED] Fax: [REDACTED]  
Service: [REDACTED] Parts: [REDACTED]

*"Customer Satisfaction is our Main Concern"*

|                                                  |                                   |                                    |                    |                      |                 |
|--------------------------------------------------|-----------------------------------|------------------------------------|--------------------|----------------------|-----------------|
| CUSTOMER NO. [REDACTED]                          | [REDACTED]                        |                                    |                    | IN [REDACTED]        | [REDACTED]      |
| [REDACTED]<br>SEMINARY, [REDACTED]<br>[REDACTED] | LABOR RATE                        | LICENSE NO.                        | MILEAGE [REDACTED] | COLOR /              | STOCK NO.       |
|                                                  | YEAR / MAKE / MODEL [REDACTED] CR |                                    |                    | DELIVERY DATE        | DELIVERY MILES  |
|                                                  | VEHICLE I.D. NO. [REDACTED] 3     |                                    |                    | SELLING DEALER NO.   | PRODUCTION DATE |
|                                                  | [REDACTED]                        |                                    |                    | R.O. DATE [REDACTED] | REPRINT# 4      |
| RESIDENCE PHONE [REDACTED]                       | BUSINESS PHONE [REDACTED]         | COMMENTS [REDACTED] MO: [REDACTED] |                    |                      |                 |

RECEIPT

RECEIPT DATE: [REDACTED]  
CUSTOMER NUMBER: [REDACTED]  
CUSTOMER NAME: [REDACTED]

NON INTEG: [REDACTED]

**DISCLAIMER  
OF  
WARRANTIES**

WARRANTY STATEMENT: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, [REDACTED] hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and [REDACTED] neither assumes nor authorizes any other person to.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND OUR CONTROL.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

*Thank*



6/7/22, 10:32 PM

CARFAX Vehicle History Report for 2016 FORD F550 SUPER DUTY

16 Verified Reviews

15 Customer Favorites

08/28/2018 32,380

Rons Alignment & Auto Work  
Kalispell, MT  
406-752-7290  
ronsalignment.com/  
4.9 / 5.0

Vehicle serviced  
- Wiper(s) replaced  
- Oil and filter changed

16 Verified Reviews

15 Customer Favorites

01/07/2019

Ford Motor Company

Manufacturer Customer Satisfaction Program issued  
- Program \$15M00 CHARGE AIR COOLER OUTLET TUBE  
- INSPECTION

Locate an authorized Ford or Lincoln dealer or call 866-436-7332 to obtain more information

01/24/2019 40,233

Kalispell Ford  
Kalispell, MT  
406-755-3673  
kalispellford.com  
4.6 / 5.0

Vehicle serviced  
- Oil and filter changed  
- Tires rotated  
- Air filter replaced  
- Fluids checked

235 Verified Reviews

1,029 Customer Favorites

06/18/2019 50,620

Kalispell Ford  
Kalispell, MT  
406-755-3673  
kalispellford.com  
4.6 / 5.0

Vehicle serviced  
- Maintenance inspection completed  
- Oil and filter changed  
- Tires rotated  
- Air filter replaced  
- Front wiper blades/refills replaced

235 Verified Reviews

1,029 Customer Favorites

08/07/2019 55,860

Timberline Auto Center Inc.  
Libby, MT  
406-293-4128  
timberlineauto.com  
4.9 / 5.0

Vehicle serviced  
- Drivability/performance checked  
- Engine checked  
- Engine/powertrain computer/module checked

32 Verified Reviews

26 Customer Favorites

09/19/2019 57,574

Kalispell Ford  
Kalispell, MT  
406-755-3673  
kalispellford.com  
4.6 / 5.0

Vehicle serviced  
- Engine/powertrain computer/module checked  
- Engine checked  
- Intake manifold gasket(s) replaced  
- Turbocharger replaced/repairs

235 Verified Reviews

1,029 Customer Favorites

10/23/2019 58,294

Lithia Ford of Missoula  
Missoula, MT  
406-251-2525  
lithiafordmissoula.com  
4.5 / 5.0

Vehicle serviced  
- Maintenance inspection completed  
- Engine checked

60 Verified Reviews

64 Customer Favorites

02/20/2020 65,118

M&C T

6/7/20 10:32 PM

CARFAX Vehicle History Report for this 2016 FORD F550 SUPER DUTY



| Date       | Mileage | Source                                                                                                                                          | Comments                                                                                                                                                                                                                   |
|------------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 05/04/2016 |         | NICB                                                                                                                                            | Vehicle manufactured and shipped to original dealer                                                                                                                                                                        |
| 05/25/2016 | 10      | Creekside Lake Ford Lincoln<br>Medford, OR<br>541-773-3673<br>creeksidemotors.com<br>3.9 / 5.0<br>14 Verified Reviews<br>95 Customer Favorites  | Vehicle serviced<br>- Pre-delivery inspection completed<br>- Vehicle washed/detailed                                                                                                                                       |
| 10/04/2017 | 16,016  | Ron's Alignment & Auto Work<br>Kalispell, MT<br>406-752-7290<br>ronsalignment.com/<br>4.9 / 5.0<br>16 Verified Reviews<br>15 Customer Favorites | Vehicle serviced                                                                                                                                                                                                           |
| 10/31/2017 | 17,602  | Ron's Alignment & Auto Work<br>Kalispell, MT<br>406-752-7290<br>ronsalignment.com/<br>4.9 / 5.0<br>16 Verified Reviews<br>15 Customer Favorites | Vehicle serviced                                                                                                                                                                                                           |
| 03/28/2018 | 23,999  | Ron's Alignment & Auto Work<br>Kalispell, MT<br>406-752-7290<br>ronsalignment.com/<br>4.9 / 5.0<br>16 Verified Reviews<br>15 Customer Favorites | Vehicle serviced<br>- Transfer case fluid flushed/changed<br>- Oil and filter changed<br>- Fuel filter replaced<br>- Wipers/washers checked<br>- Transmission fluid changed<br>- Fluids checked<br>- Differential serviced |
| 05/17/2018 | 28,307  | Kalispell Ford<br>Kalispell, MT<br>406-755-3673<br>kalispellford.com<br>4.6 / 5.0<br>235 Verified Reviews<br>1,029 Customer Favorites           | Vehicle serviced<br>- Maintenance inspection completed<br>- Oil and filter changed<br>- Tires rotated                                                                                                                      |
| 06/22/2018 | 28,308  | Kalispell Ford<br>Kalispell, MT<br>406-755-3673<br>kalispellford.com<br>4.6 / 5.0<br>235 Verified Reviews<br>1,029 Customer Favorites           | Vehicle serviced                                                                                                                                                                                                           |
| 07/03/2018 | 29,947  | Ron's Alignment & Auto Work<br>Kalispell, MT<br>406-752-7290<br>ronsalignment.com/                                                              | Vehicle serviced                                                                                                                                                                                                           |

6/7/22, 10:32 PM

CARFAX Vehicle History Report for 2016 FORD F550 SUPER DUTY

Kalispell, MT

406-752-9662

4.9 / 5.0

14 Verified Reviews

7 Customer Favorites

02/25/2020

Ron's Alignment & Auto Work

Kalispell, MT

406-752-7290

ronsalignment.com/

4.9 / 5.0

16 Verified Reviews

15 Customer Favorites

07/23/2020

73,626

Ron's Alignment & Auto Work

Kalispell, MT

406-752-7290

ronsalignment.com/

4.9 / 5.0

16 Verified Reviews

15 Customer Favorites

12/14/2020

82,459

Kalispell Ford

Kalispell, MT

406-755-3673

kalispellford.com

4.6 / 5.0

235 Verified Reviews

1,029 Customer Favorites

01/19/2021

82,504

Kalispell Ford

Kalispell, MT

406-755-3673

kalispellford.com

4.6 / 5.0

235 Verified Reviews

1,029 Customer Favorites

02/11/2021

Ford Motor Company

02/11/2021

Ford Motor Company

03/17/2021

Ford Motor Company

03/26/2021

87,038

Ron's Alignment & Auto Work

Kalispell, MT

406-752-7290

ronsalignment.com/

4.9 / 5.0

Tire(s) replaced

Vehicle serviced

- Fuel filter replaced
- Brakes checked
- Oil and filter changed
- Lights checked
- Wiper(s) replaced
- Front brake pads replaced
- Front brake caliper(s) replaced
- Rear brake pads replaced

Vehicle serviced

- Air filter replaced
- Oil and filter changed

Vehicle serviced

- Maintenance inspection completed
- Oil and filter changed
- Tires rotated
- Air filter replaced
- Front wiper blades/refills replaced

Vehicle serviced

- Maintenance inspection completed
- Engine/powertrain computer/module checked
- Intake manifold gasket(s) replaced
- Turbocharger feed line replaced
- Turbocharger replaced/repairs
- Oil and filter changed

Manufacturer Emissions recall issued

- Recall #20E08 EXTENDED IDLE DIESEL PARTICULATE FILTER CALIBRATION

Locate an authorized Ford or Lincoln dealer or call 866-436-7332 to obtain more information

Manufacturer Customer Satisfaction Program issued

- Program #20M06 DIESEL PARTICULATE FILTER

Locate an authorized Ford or Lincoln dealer or call 866-436-7332 to obtain more information

Manufacturer Emissions recall issued

- Recall #21E01 CALIBRATION FOR NOX SENSOR FAULTS

Locate an authorized Ford or Lincoln dealer or call 866-436-7332 to obtain more information

Vehicle serviced

Printed at





INARY, MS

ETL NO

COMMENTS

8 PARTS

14F0ZCKEL

CK ENGINE LITE ON

TECH(S):435 698

CUSTOMER STATES THAT CHECK ENGINE IS ON HEARS A NOISE IN ENGINE

Noise was coming from the driver side of the engine. After doing a relative compression test we confirmed it was cylinder #2. Noticed that the injector for cylinder #2 had been swapped out. The other injector hold down bolts were Torx head and #2 had a 10mm bolt head. Pulled engine and took the head off of that side of engine. We noticed the cylinder walls for #2 were damaged and the piston was odd shaped. Took engine all the way apart and inspected the bearings and wrist pin for any damage. No damage was found to the bearings and wrist pin. Only the piston end cylinder walls had damage. In my experience of dealing with diesels I do not believe it was an oiling issue with the engine. I believe it was a fueling issue with the injector. While

Going back with the new engine we noticed that the turbo was also bad.

Installed the new engine and new turbo. Programmed all 8 injectors and cleared all memory and history and fuel data. Test drove truck. No leaks or sounds were observed. Checked vehicle several times for leaks. (OK).

| QTY | FP NUMBER      | DESCRIPTION    | UNIT PRICE |
|-----|----------------|----------------|------------|
| 6   | XD-10W30-5035D | MOTORCRAFT SAE | 33.99      |
| 3   | 10/03 MI       |                |            |
| 1   | JC3Z-6006-B    | SERVICE ENGINE | 10800.00   |
|     | E ORDER S50064 |                |            |
| 8   | BC3Z-12A342-C  | GLOW PLUG      | 40.99      |
| 1   | HC3Z-6030-C    | BRACKET        | 178.99     |
| 1   | HC4Z-6026-A    | PLUG - ENGINE  | 25.99      |
| 4   | W503275-S437   | BOLT - HEX. HE | 0.99       |
| 1   | FC3Z-6079-D    | KIT - GASKET   | 723.99     |
| 1   | HC4Z-6026-A    | PLUG - ENGINE  | 25.99      |
| 1   | BC3Z-6F073-D   | TUBE - OUTLET  | 132.99     |
| 1   | BC3Z-6C646-A   | DUCT - AIR     | 193.99     |
|     | B/O            |                |            |
| 1   | BC3Z-6K775-B   | COOLER ASY - E | 885.99     |
| 1   | BC3Z-16916-A   | CABLE ASY - CO | 40.6       |
| 2   | BC3Z-8590-C    | SEAL           | 9.9        |
| 2   | BC3Z-8590-B    | SEAL           | 10.9       |
| 1   | BC3Z-8590-H    | SEAL           | 9.9        |
| 2   | BC3Z-8590-F    | SEAL           | 19.9       |
| 5   | VC-13-G        | ANTI-FREEZE    | 150.9      |
| 1   | DC3Z-6A785-D   | SEPARATOR ASY  | 38.9       |
| 1   | BC3Z-68850-A   | HOSE           | 9.9        |

SUBJECT-B GCCT



To whom it may concern,

Mr. [REDACTED] has asked for my professional opinion on the diagnosis and repair of his [REDACTED] [REDACTED]. I was an automotive technician from [REDACTED]. In [REDACTED] I was promoted to Service Manager and currently hold this position. I am currently ASE Certified Master Technician and have maintained that certification since [REDACTED]. I maintain [REDACTED] certification in all categories of General Motors Service Training; Fundamental, Engine Performance, Diesel Engine Performance, Engine Repair, Electrical/Electronics, Manual Drivetrain and Axles, Automatic Transaxle and Transmission, Brakes, Steering and Suspension, HVAC, Mechanical/Electrical/Body/Repair, EV Expert, EV Master. Additional training as Service Manager, Warranty Administration, EV Service Specialist, and Customer Experience Manager.

The repair history on this vehicle indicates the turbo was replaced on [REDACTED] at mileage [REDACTED] and again on [REDACTED] at mileage [REDACTED]. This history could indicate an oiling/lubrication issue.

On [REDACTED] the vehicle was taken to [REDACTED] [REDACTED] for a knock concern. The vehicle mileage is recorded as [REDACTED]. The technician noted a faulty fuel injector on [REDACTED]. The fuel injector was replaced, under warranty, and the technician noted that a knock was still present. The technician advised the driver that further diagnosis would be necessary. The noted knock still being present indicates that this concern was actually engine failure.

On [REDACTED] at a recorded mileage of [REDACTED] the vehicle was then taken to [REDACTED] for further diagnosis. It was diagnosed as an internal engine failure and the corrective action would be engine replacement; the vehicle was still within manufacturer warranty at that time. This dealership did not record an incorrectly installed injector and/or incorrectly programmed injector. This dealership did not record that the check engine light was on and diagnostic trouble codes indicating an incorrectly programmed fuel injector were not recorded.

On [REDACTED] at mileage [REDACTED], the vehicle was taken to [REDACTED] for repair. Although it is not stated on the repair invoice, Mr. [REDACTED] was told that the cause was an incorrectly installed and incorrectly programmed fuel injector. The use of a torx head bolt or a [REDACTED] bolt head does not indicate an incorrectly installed injector. An incorrectly installed fuel injector would result in an external fuel leak and/or combustion gases leaking by the fuel injector. An incorrectly programmed fuel injector would generate a check engine light with a code indicating "fuel injector data incompatible" for that specific cylinder. [REDACTED] of [REDACTED] should also result in a loss of power concern and/or rough idle. The customer states that he did not experience any of these symptoms. These symptoms were also not noted by the technician at [REDACTED]. The technician states a relative compression test indicated a concern with [REDACTED]. He further states the bearings and wristpin were inspected and no damage was noted. He does not comment on the condition of the piston cooling/oiling nozzle as functioning or non-functioning. A non-functioning piston cooling/oiling nozzle could cause premature piston/cylinder failure. The inspection of the oiling nozzle would be absolutely necessary in determining the failure, specifically if the vehicle was used in heavy load situations. He states the turbo had failed and recommended replacement, but gives no details as to how it failed.

A Service Manager with [REDACTED] stated to Mr. [REDACTED] that the failed engine would be sent in for technical inspection to determine the repair as warrantable or non-warrantable. He was later told the

engine was never sent back for technical inspection.

A statement from the [REDACTED] customer experience specialist indicated the cause as: Cylinder #2 wash-out from incorrectly installed and programmed injector from previous repair facility. In that scenario, to create a wash-out effect, large amounts of diesel fuel would have to collect in the combustion chamber. That amount of fuel would cause fuel to pass by the piston rings and dilute the engine oil. The technician did not note that the oil was diluted.

I see no specific details or diagnostic test results that indicate the engine failure was related to overfueling. The engine knock was present before and after the injector was replaced in [REDACTED]. The diagnosis at [REDACTED] confirms engine failure with no mention of a fuel concern. The turbo was replaced, including the replacement at [REDACTED], a total of [REDACTED]. Very often a failed turbo can be attributed to oil starvation. The necessity to send the failed engine in for technical inspection suggests that the staff were unable to make a determination as to the root cause of failure. For reasons unknown the engine was not sent in for technical inspection. The cost of the repair should not become the customers responsibility because procedure was not followed. Mr. [REDACTED] had a sample of the oil tested by [REDACTED]. The results of this test indicated no excessive amounts of fuel in the oil. The results of the oil analysis test confirm the "washout" theory to be false. Based on my [REDACTED] of experience and training, coupled with the information that I've reviewed on the provided invoices, this engine repair should have been covered under manufacturers warranty.

[REDACTED]

Service Technician

## My Certifications

## GM CERTIFICATION

Status as of:

Q1

Q2

Q3

Q4

Customer Experience Expert - Certified

Customer Experience Manager

EV Service Specialist

Service Manager

Service Manager - Certified

Warranty Admin

## TECHNICAL CERTIFICATION

PATH TO 100% STS

|                                  | TPS | STS  | Bronze | Silver | Gold | MTC |
|----------------------------------|-----|------|--------|--------|------|-----|
| Fundamentals                     |     | 100% | Y      | NA     | NA   | NA  |
| Emerging Issues                  |     | 100% | NA     | Y      | NA   | NA  |
| Engine Performance               |     | 100% | NA     | Y      | Y    | N   |
| Diesel Engine Performance        |     | 100% | NA     | Y      | Y    | N   |
| Engine Repair                    |     | 100% | NA     | Y      | Y    | N   |
| Electrical/Electronics           |     | 100% | NA     | Y      | Y    | N   |
| Manual Drivetrain & Axle         |     | 100% | NA     | Y      | Y    | N   |
| Automatic Transaxle/Transmission |     | 100% | NA     | Y      | Y    | N   |
| Brakes                           |     | 100% | NA     | Y      | Y    | N   |
| Steering & Suspension            |     | 100% | NA     | Y      | Y    | N   |
| HVAC                             |     | 100% | NA     | Y      | Y    | N   |
| Mech/Elec/Body Repair            |     | 100% | NA     | Y      | Y    | N   |
| EV Expert                        |     | 100% | NA     | Y      | Y    | NA  |
| EV Master                        |     | 100% | NA     | Y      | Y    | N   |

Learning Paths and Certification Completion status are subject to change. Click on the link for for more details.



**ASE Certification Status**

[REDACTED]

Created: June 07, 2024

Seminary, MS [REDACTED]

4:20:30 PM

This individual currently has the [REDACTED] ASE certification status shown below:



**Current [REDACTED] Designations**

**Certificates**

Master Automobile Technician

**ASE Certification Details**

| Test       | Description                             | Expiration | Status  |
|------------|-----------------------------------------|------------|---------|
| A1R        | Engine Repair Recert                    | [REDACTED] | Current |
| [REDACTED] | Automatic Transmission/Transaxle Recert | [REDACTED] | Current |
| [REDACTED] | Manual Drive Train & Axles Recert       | [REDACTED] | Current |
| [REDACTED] | Suspension & Steering Recert            | [REDACTED] | Current |
| [REDACTED] | Brakes Recert                           | [REDACTED] | Current |
| [REDACTED] | Electrical/Electronic Systems Recert    | [REDACTED] | Current |
| [REDACTED] | Heating & Air Conditioning Recert       | [REDACTED] | Current |
| A8R        | Engine Performance Recert               | [REDACTED] | Current |
| A9         | Light Vehicle Diesel Engines            | [REDACTED] | Current |

To become [REDACTED] ASE certified, you must pass an [REDACTED] ASE test and have the required amount of relevant hands-on work experience. Refer to the [REDACTED] Work Experience Requirements Important Information section for details or submit the [REDACTED] Work Experience Form at [REDACTED].

An expired certification can be reinstated by taking and passing the corresponding recertification test. Please contact us if you have any questions.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| Customer's Name: [REDACTED] and [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                      |
| Case Number: [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                      |
| Case Link from the CRM: <a href="#">Click here to enter text.</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                      |
| Customer's CLV Score: No score                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                      |
| <b>Vehicle Details</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                      |
| Vehicle Year/Model: [REDACTED] [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                      |
| VIN: [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Mileage: [REDACTED]                                  |
| WSD: [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ESP Information: NA                                  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                      |
| Tech SME Request: YES <input type="checkbox"/><br>Customer concern of CEL, Hears noise in engine, dealer verified and found [REDACTED] washed out, caused from incorrectly installed and programmed injector from previous repair facility, dealer is recommending engine and turbo replacement, this is the correct repair needed for this concern, the dealer states this would not have been covered, also report that the vehicle was reported purchased from auction with the issue. This was a workmanship caused concern - this concern would not have been covered or considered warrantable.                                                                                                                                                                                                                                                                      |                                                      |
| Reason for Request: Repair Reimbursement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                      |
| Customer's expectations for \$ or % assistance: [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Retention Model Share Recommendation: 40%/\$6,833.27 |
| Total Repair Costs: [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Requested FLP Assistance: [REDACTED]                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Dealer Contribution: \$                              |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Customer Contribution: [REDACTED]                    |
| <b>Rationale (Business Case) for reviewing outside of DOA:</b> This [REDACTED] customer is requesting financial assistance with an engine replacement done in [REDACTED]. Dealer advised that the cause was due to workmanship at the previous dealer. Customer reached out to the previous dealer and advised that they followed everything correctly. Vehicle was down until [REDACTED] waiting for repairs to be completed. Customer does not believe that the dealerships diagnose was correct and has tried disputing it with the dealership. CXS would like to add that in 1 <sup>st</sup> [REDACTED] ([REDACTED]) a knock was already found and [REDACTED] preformed an injector replacement since they found Injector #2 failed. Cust was then advised to go to a larger [REDACTED] that would have the equipment to perform a teardown to get to the engine since |                                                      |

they noticed that the knock subsided but was still present at idle. Cust went to next [REDACTED] ([REDACTED]) for them to say that the noise was caused by incorrect installation of previous [REDACTED]. How can this be if the knock was present at the previous [REDACTED] ([REDACTED]). [REDACTED] believes that we should assist greatly with this customer's request of assistance/reimbursement. Please also keep in mind that while the vehicle was a [REDACTED] [REDACTED] the SM stated they would get the vehicle's engine sent to Technical Inspection so they can confirm their findings that the engine failure was due to the previous [REDACTED], but failed to do so leaving the customer with a financial burden of the cost of this engine that could have potentially been covered under warranty.



## Parts

## RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

## SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|------|--------------|---------|---------|------------|------|-----------|-----------------------|
|      |              | 94945   | 702     | 698        | C    | 04FOZCKEL | CK ENGINE LITE ON     |
|      |              |         |         | 698        | C    | 98FOZD99P | DIESEL INSPECTION     |
|      |              | 94510   | 702     | 435        | C    | 06FOZ     | FUEL SYSTEM DIAG      |
|      |              |         |         | 435        | C    | 98FOZ99P  | QC INSPECTION         |
|      |              | 94931   | 476     | 296        | I    | 18FOZ     | MINOR ENGINE REPAIR   |
|      |              |         |         | 296        | C    | 98FOZ99P  | QC INSPECTION         |

SALESPERSON NO.

S E R V I C E

STATE REG# 2

|                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                             |                                  |                                                                                                                                                                                                                                                                                                            |             |          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|----------|
| METHOD OF PAYMENT<br><input type="checkbox"/> CASH<br><input type="checkbox"/> CHARGE<br><input type="checkbox"/> VISA<br><input type="checkbox"/> MAS. CARD<br><input type="checkbox"/> AM. EXP. | VEHICLE I.D. NO.<br>[REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | YEAR/MAKE/MODEL<br>16/FORD TRUCK/[REDACTED] | PRODUCTION DATE                  | STOCK NO.                                                                                                                                                                                                                                                                                                  | LICENSE NO. | R.O. NO. |
| <input type="checkbox"/> BASIS FOR CHARGE<br><input type="checkbox"/> FLAT RATE                                                                                                                   | CUSTOMER'S SERVICE CONTRACT<br>[REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | DELIVERY DATE                               | DELIVERY MILES                   | SELLING DEALER NO.                                                                                                                                                                                                                                                                                         | R.O. DATE   |          |
|                                                                                                                                                                                                   | CONTRACT NO.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | EXPIRATION DATE                             | EXPIRATION MILES                 | EXP. NO.                                                                                                                                                                                                                                                                                                   |             |          |
|                                                                                                                                                                                                   | TORQUE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | P.S.                                        | TRANS.                           | MILEAGE                                                                                                                                                                                                                                                                                                    | ADVISOR NO. | ADVISOR  |
|                                                                                                                                                                                                   | Y                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | FOZZ                                        | Y                                | Y                                                                                                                                                                                                                                                                                                          | A           |          |
|                                                                                                                                                                                                   | TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                             |                                  | TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE                                                                                                                                                                                                                                                              |             |          |
|                                                                                                                                                                                                   | I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any cause beyond your control or for any delays caused by the supplier or delays in parts shipments by the supplier or transporter. I hereby grant my employees permission to operate the vehicle herein described on streets, highways and elsewhere for the purpose of testing and/or inspection. An express mechanic's acknowledgment on vehicle to secure the amount of repairs thereto, and any reasonable attorney's fees. |                                             |                                  | POLICY ON SERVICE WORK PRICING. "IT IS OUR POLICY TO ADVISE YOU OF OUR LABOR CHARGE PER HOUR AND TO PROVIDE A WRITTEN ESTIMATE OF THE COST OF REPAIRS REQUIRED FOR YOUR VEHICLE. YOU WILL BE NOTIFIED PRIOR TO PERFORMING THE WORK IF THE CHARGES ARE EXPECTED TO EXCEED THE ORIGINAL ESTIMATE BY _____%." |             |          |
| APPOINTMENT<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No                                                                                                             | TIME RECEIVED<br>[REDACTED]:41am                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | LABOR RATE<br>[REDACTED]                    | CUSTOMER SIGNATURE<br>[REDACTED] |                                                                                                                                                                                                                                                                                                            |             |          |

| ORIGINAL CUSTOMER ESTIMATE: |                                                                                                                                                                       |  |  | PARTS | LABOR | TOTAL |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|-------|-------|-------|
| X                           | _____                                                                                                                                                                 |  |  |       |       |       |
| 1                           | <div style="display: flex; justify-content: space-between;"> <span><b>W</b> 02FOCHGBACK</span> <span><b>CHARGE BACK</b></span> </div> <b>CUSTOMER REFUND PER FORD</b> |  |  |       |       |       |
| \$ 6833.27                  |                                                                                                                                                                       |  |  |       |       |       |

|                                                                                                                                                                                                                                                                                                                                                                                                   |                             |      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------|
| ORIGINAL ESTIMATE \$                                                                                                                                                                                                                                                                                                                                                                              | DATE                        | TIME |
| ADDITIONAL AUTHORIZED AMOUNT \$                                                                                                                                                                                                                                                                                                                                                                   | ADD'L REPAIRS AUTHORIZED BY |      |
| REVISED AUTHORIZED ESTIMATE \$                                                                                                                                                                                                                                                                                                                                                                    | AUTHORIZATION RECEIVED BY   |      |
| PARTS TO BE RETAINED FOR INSPECTION <span style="float: right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span>                                                                                                                                                                                                                                                                   |                             |      |
| NOTICED BODY DAMAGE: Front <input type="checkbox"/> Rear <input type="checkbox"/> L¼ <input type="checkbox"/> R¼ <input type="checkbox"/>                                                                                                                                                                                                                                                         |                             |      |
| L. Front <input type="checkbox"/> R. Front <input type="checkbox"/> L. Side <input type="checkbox"/> R. Side <input type="checkbox"/>                                                                                                                                                                                                                                                             |                             |      |
| <b>SERVICE DEPARTMENT HOURS:</b><br><div style="background-color: black; height: 20px; width: 100%; margin-top: 5px;"></div> <div style="background-color: black; height: 20px; width: 100%; margin-top: 5px;"></div>                                                                                                                                                                             |                             |      |
| <b>ALL REPAIRS COVERED <span style="background-color: black; color: black;">          </span> OR <span style="background-color: black; color: black;">          </span> WHICHEVER COMES FIRST</b>                                                                                                                                                                                                 |                             |      |
| ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. |                             |      |





CASE NUMBER: [REDACTED] STATUS: Resolved  
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]  
RESPONSE TEAM: US Customer Roadside [REDACTED] NA CRC COMMUNICATION [REDACTED]  
CASE [REDACTED] : Vehicle Concern | [REDACTED] | Roadside Assistance |  
DEALER NAME [REDACTED]  
PA CODE: [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] SUPER DUTY MILEAGE [REDACTED]  
BODY STYLE: [REDACTED] CREWCAB SRW  
LAST NAME [REDACTED] NAME MIDDLE: Informational Case NA CRC | Generic Contact |  
ADDRESS:  
[REDACTED] ZIP COUNTRY: | | |  
HOME PHONE:  
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak  
ANALYST NAME [REDACTED] OPEN ANALYST NAME: # [REDACTED]-PROD  
COMMENTS:

[REDACTED] [REDACTED] Team:US Customer Roadside [REDACTED] NA CRC/Dealer Advocate [REDACTED] To Dealer – I spoke with [REDACTED] in the service department and he let me know that the vehicle came in for a fuel leak, the fuel filter house was replaced under warranty. RO: [REDACTED] open date: [REDACTED] Mileage: [REDACTED] CLV: [REDACTED]  
[REDACTED] ® [REDACTED] HerlHers [REDACTED] Customer/Dealer Advocate / [REDACTED] Dealer Team [REDACTED] office: [REDACTED] [REDACTED] [REDACTED] (Central Standard Time)  
[REDACTED] [REDACTED] Primary Team:US Customer Roadside [REDACTED] NA CRC/Dealer Advocate [REDACTED] To Customer– I spoke with the customer on the mobile phone number that we have on file and at this time he is satisfied with the repair work done on his vehicle and does not need anything else from [REDACTED] ® [REDACTED]  
[REDACTED] HerlHers [REDACTED] Customer/Dealer Advocate / [REDACTED] Dealer Team [REDACTED] office: [REDACTED] [REDACTED] [REDACTED] (Central Standard Time)  
[REDACTED] [REDACTED] Closing Email NEW! Good Morning, This is [REDACTED] your [REDACTED] Roadside Customer Dealer Advocate. I am reaching out regarding your [REDACTED]. We understand your vehicle was recently completed on at [REDACTED]. Please advise if additional assistance is needed. If not please disregard this email however, if there is anything else, I can assist you with regarding your concern do not hesitate to contact me. Thank you for being a part of the [REDACTED] family and have a great day! As I will be resolving your case, please look for an email within the next 24 [REDACTED] with a brief survey regarding your experience with your case manager in completing your case- [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]. If 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. Thank You, [REDACTED]  
[REDACTED] ® [REDACTED] HerlHers [REDACTED] Customer/Dealer Advocate / [REDACTED] Dealer Team [REDACTED] office: [REDACTED] [REDACTED] [REDACTED] pm (Central Standard Time)

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]  
OPEN [REDACTED] CLOSED [REDACTED]  
RESPONSE TEAM: Dealer NA US  
CASE CLASS [REDACTED]: Feedback | Dealer | Negative | Service  
DEALER NAME: All [REDACTED]  
[REDACTED] CODE [REDACTED] SALES CODE [REDACTED]  
VIN: [REDACTED] MODEL YEAR [REDACTED]  
BODY STYLE: [REDACTED] SUPERCAB DIESEL STRAIGHT  
LAST NAME [REDACTED] NAME MIDDLE [REDACTED] | [REDACTED] |  
ADDRESS:  
[REDACTED] COUNTRY: | | |  
HOME PHONE [REDACTED]  
SYMPTOMS: Safe & Secure | Smoke/Odor | Under Hood | UNKNOWN  
ANALYST NAME: # [REDACTED] : [REDACTED]  
COMMENTS:  
[REDACTED]

STATUS: Resolved  
BUSINESS UNIT NAME [REDACTED]  
COMMUNICATION: Phone

REGION: [REDACTED] : [REDACTED]  
MODEL: MEDIUM HEAVY MILEAGE: [REDACTED]

Contact Via: Inbound Customer: [REDACTED] Phone: [REDACTED] Cell: [REDACTED] Email: [REDACTED]  
[REDACTED] Best Contact: Cellphone Company: [REDACTED] Vehicle: [REDACTED]  
[REDACTED] Mileage: [REDACTED] Fleet Vehicle: 6 VIN: [REDACTED] Customer Says:  
[REDACTED] caught fire due to faulty fuel filter. Changed harness but still not running right. Dealer have it for 3  
weeks. Dealership saying that there is something loose on the fuse box. Customer saying that they did not  
touch it. Dealership saying that there is no recall on the [REDACTED] as well but customer is saying that they were  
able to find out that there is a recall on the vehicle. Customer complaining that dealership does not know what  
their doing and kept on telling them information but does not know what to do. [REDACTED] Contact: All [REDACTED]  
[REDACTED] in [REDACTED] | [REDACTED] Says: Saying that harness is the fault on the problem on the vehicle  
but customer is not agreeing [REDACTED] Advised: Apologized for the inconvenience and advised that this can be  
escalated to our dealership escalation team. Advised that I have notated all the details and will have the ticket  
assigned to their group. Next Steps: Created case ticket and assigned to Dealer Escalation [REDACTED]  
Customer Experience Specialist - [REDACTED] Pro \_ O: [REDACTED] [REDACTED]

CASE ATTACHMENTS: