

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

[REDACTED] Email Created On: [REDACTED] AMDDFrom: [REDACTED] Email SubscriptionDDTo: [REDACTED]
[REDACTED] DSubject: Contact to [REDACTED] RE: [REDACTED] CRM: [REDACTED] DD D
[REDACTED] DDear [REDACTED] DDThis email is to confirm your recent contact to [REDACTED] regarding
your [REDACTED] DUTY, DDYou will receive contact from our regional Customer Service
Manager [REDACTED] to introduce themselves and develop an action plan to address your concern. Contact will be
made within [REDACTED] s (if after [REDACTED]). DDYour case number, along with
the contact information for the regional Customer Service Manager is listed below. DDCase Number: CAS-
8706808-P9N0Z1 DD [REDACTED] Name: [REDACTED] DD [REDACTED] Phone: [REDACTED] DD [REDACTED] Email:
[REDACTED] DD [REDACTED] Sincerely, [REDACTED] DD [REDACTED] Customer Care Team
[REDACTED] Contact Via Phone DD [REDACTED] Cust Says:DDCustomer stated that he bought a [REDACTED] and brought it to the dealer
because it is broke down , customer stated that the vehicle was [REDACTED] fuel and stated that he needed a
rental and the dealer advised DD DDDDPPer Cust, [REDACTED] Says:DDDealer advised him to contact [REDACTED] DDDDD
DCRC Advise: Informed the customer that i will escalate his case to the [REDACTED] who would look into it further
, advised if they are not available they will return the call within [REDACTED] transferred to [REDACTED] VM to leave a
message [REDACTED]
[REDACTED] Information Documented by [REDACTED] = = original owner DD= = LTV 78DD= = MILEAGE
==10000DD= = WSD - [REDACTED] DD= = ESP -- None DD= = [REDACTED] E - diesel DD--== hotline None DD= =
[REDACTED] - weather strip is loose in windshield miles [REDACTED] DD= = RECALLS None DD LTV Score: 78
DDVehicle Purchase Status: Original OwnerDDDealer name: [REDACTED] P&A: [REDACTED]
DDDealer phone: [REDACTED] DDMake: FORDDDModel: F-
SERIES SUPER DUTYDDMileage: 10000DDWarranty Start Date: [REDACTED] Specification:
4V [REDACTED] T/C DSLDDDD DJENNINGS [REDACTED] EXT [REDACTED] TO DIRHSP - ASSISTING [REDACTED]
[REDACTED] SPOKE TO [REDACTED] SM - SM advised cust smelt diesel fuel and then had the
veh towed to dirhsp - -SM advised the Tech has done diag -the Secondary fuel system housing cap has a
leak - SM advised will check with Tech about the Parts - Sm advised The veh is repaired - SM advised will
contact the cust DDDD [REDACTED] TO CUST
[REDACTED] Spoke to Mr [REDACTED] advised the dirhsp has diag the veh and the veh is repaired - [REDACTED]
advised the SM will be calling the cust - Cust inquired if the vhe is not repaired is there a rental - [REDACTED]
advised of phone number if the cust is need of a rental csm will evaluate at that time - [REDACTED] advised of follow
up on [REDACTED]
[REDACTED] [REDACTED] made [REDACTED] to CUST [REDACTED] LVM to confirm repair. Left contact information if
any questions.

CASE ATTACHMENTS:

CASE NUMBER: █████ STATUS: Resolved
OPEN █████ CLOSED █████ BUSINESS UNIT NAME █████
RESPONSE TEAM █████ COMMUNICATION: █████
CASE █████ Dealer - Vehicle Concern | CSM Assistance Request | CLP / █████
DEALER NAME: █████
CODE: █████ DLR SALES CODE: █████ REGION: █████ ZONE: █████
VIN: █████ MODEL YEAR █████ MODEL: █████ MILEAGE: █████
BODY STYLE: █████ CREWCAB - SRW
LAST NAME █████ NAME MIDDLE: █████ N | █████ N |
ADDRESS: █████
COUNTRY: AUSTIN | TX | █████ | █████
HOME PHONE: █████
SYMPTOMS: Driving Performance | Runs Rough | Cruise/ Steady Speed | Hot
ANALYST NAME: █████ OPEN ANALYST NAME █████
COMMENTS: █████

"By █████ - CUSTOMER CONCERN ROUGH RUN AND MISSING WHEN GOES INTO REGEN, PERFORMED TSB TO REPLACE EXHAUST VALVES AND REPROGRAM PCM, THIS WAS THE █████ TIMEWE HAD PERFORMED THIS REPAIR AND VEHICLE WAS HERE FOR █████ DUE TO PARTS DELAY AND TIME TO COMPLETE REPAIR, CUSTOMER UPSET IT TOOK TO LONG FOR REPAIRS, WOULD LIKE TO OFFE █████ PREMIUM CARE ESP
CUSTOMER CONCERN ROUGH RUNNING WHEN GOING INTO REGEN, PERFORMED NEW TSB, REPLACED EXHAUST VALVES AND REPROGRAM PCM, CUSTOMERS VEHICLE WAS HERE FO █████ DUE TO PARTS AND LONG COMPLETION TIME

Ticket Number: █████ : nullDDHome
phone: nullDDMobile phone: █████ Score: N/SDDVehicle Purchase Status: nullDDDealer
name: █████ P&A: nullDDDealer phone: nullDDVIN: █████ :
DDMake: FORDDDModel: █████ DDMileage: █████ Start Date: null
Specification: █████ HP CR V8 17C DSLDDOpen Recall FSA: █████ DDESP: noneD
DDHotline Contact: none DDWarranty History: none relatedDDDD █████ FUEL FILTER LEAKING
VERIFY CONCERN SECONDARY FUEL FILTER LEAKING REPLACE FUEL FILTERSDDDDDDUploaded
prem care █████ DDDDDConfirmed per █████ orig owner
esp is active

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
RESPONSE TEAM [REDACTED] Concierge NA [REDACTED] COMMUNICATION: Phone
CASE CLASS LV [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: MEDIUM HEAVY MILEAGE: [REDACTED]
BODY STYLE: [REDACTED] REG CAB CHASSIS DRW
LAST NAME [REDACTED] NAME MIDDLE: | |
ADDRESS:
[REDACTED] ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Fluids | Coolant | Consumption
ANALYST NAME: # [REDACTED] OPEN ANALYST NAME [REDACTED]
COMMENTS:

Contact VIA Phone [REDACTED] CUSTOMER SAYS: Coolant consumption. The vehicle went to the dealer on [REDACTED] or [REDACTED] the vehicle has been there since. He is seeking rental reimbursement and coverage. Email [REDACTED] PER CUSTOMER DEALER SAYS: N/A [REDACTED] ADVISED: Advised him of [REDACTED] s contact information. Advised him I will attempt to get [REDACTED] for him currently, if unavailable to leave voicemail with contact info and [REDACTED] will call back within [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] Email Subscription To: [REDACTED] Subject: Contact to [REDACTED] RE: [REDACTED] CRM: [REDACTED] Dear [REDACTED], This email is to confirm your recent contact to [REDACTED] regarding your [REDACTED] MEDIUM HEAVY. You will receive contact from our regional Customer Service Manager ([REDACTED]) to introduce themselves and develop an action plan to address your concern. Contact will be made within 4 business [REDACTED] s (if after [REDACTED]). Your case number, along with the contact information for the regional Customer Service Manager is listed below. Case Number: [REDACTED] Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED] Sincerely, [REDACTED] Customer Care Team

Ticket Number: [REDACTED] Customer: [REDACTED] Business phone: [REDACTED] Home phone [REDACTED] TV Score: 99 Vehicle Purchase Status: Original Owner Dealer name: [REDACTED] Dealer P&A: [REDACTED] Dealer phone: [REDACTED] VIN: [REDACTED] Make: [REDACTED] Model: MEDIUM HEAVY Mileage: [REDACTED] Warranty Start Date: [REDACTED] Engines Specification: [REDACTED] OHV T/C SCORPION DSL-A Open Recall/FSA: No recalls ESP: No ESP on file Hotline Contact: [REDACTED] Warranty History: No

[REDACTED] C to [REDACTED] Spoke to SM [REDACTED] who stated veh needs cyl heads. Parts are there all apart and should be done end of day [REDACTED] or [REDACTED] The reason for the delay in repair is at [REDACTED] they couldnt ver contacted hotline ordered eg article rechecked and drove glow plugs full of coolant next ordered part and parts arrived and should be done [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: Subject: [REDACTED] CRM: [REDACTED] Mr. [REDACTED] As I stated on the phone I would be happy to review to see if there is any assistance I can provide towards the rentals if you would like to send over a copy of the rental receipt. Here is my contact information and you can email me or call anytime. Thanks, [REDACTED] y (r) [REDACTED] I Customer Service Manager [REDACTED] eFax: [REDACTED]

[REDACTED] M ien [REDACTED] to [REDACTED] Wanted to make sure the veh is under warranty. [REDACTED] have [REDACTED] warranty regardless of mileage so wanted to be sure repairs were covered under this. [REDACTED] to cust [REDACTED] Spoke to Mr. [REDACTED] and informed I would reach out to dealership to get more information on coverage. As far as rental our assistance is very limited so I cannot make any promises but I can review for any assistance if he would like to submit his rental receipts when the repairs are complete. I did speak with dealership and [REDACTED] the SM stated the repairs should be complete [REDACTED] or [REDACTED] NEXT STEPS [REDACTED] repair status

Email Created On: [REDACTED] From: [REDACTED] To: Subject: [REDACTED] CRM: [REDACTED] Mr. [REDACTED] As I stated on the phone I would be happy to review to see if there is any assistance I can provide towards the rentals if you would like to send over a copy of the rental receipt. Here is my contact information and you can email me or call anytime. Thanks, [REDACTED] y (r) [REDACTED] I Customer Service Manager [REDACTED] eFax: [REDACTED]

[REDACTED] [REDACTED] to [REDACTED] Spoke to SM [REDACTED] says repair is done. No picked up yet but have been contacted. OBE to cust - regarded next step - review for rental, verify repair satisfaction [REDACTED]

[REDACTED] [REDACTED] Correction to note: next step - review for rental, verify repair satisfaction [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: Subject: [REDACTED] Customer Care Team CRM: [REDACTED] Good morning. My name is [REDACTED] and I am a customer service manager assisting on your case. I am working on [REDACTED] as she is out of the office [REDACTED]. She set a follow up with you [REDACTED] repair status. I have been updated by service at [REDACTED] that your repairs are complete. If you have not already, please send your final rental bills over to [REDACTED] at [REDACTED] you have sent this, my apologies. I have set a follow up for [REDACTED] to check in with you on repair satisfaction and further review rental as long as receipts are received by then. She can also be reached at [REDACTED] and my contact is provided below. Thank you, [REDACTED] y (r) [REDACTED] I Customer Service Manager [REDACTED] eFax: 1-[REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: Subject: [REDACTED] Customer Care Team CRM: [REDACTED] Good morning. My name is [REDACTED] and I am a customer service manager assisting on your case. I am working on [REDACTED] as she is out of the office [REDACTED]. She set a follow up with you [REDACTED] repair status. I have been updated by service at [REDACTED] that your repairs are complete. If you have not already, please send your final rental bills over to [REDACTED] at [REDACTED] you have sent this, my apologies. I have set a follow up for [REDACTED] to check in with you on repair satisfaction and further review rental as long as receipts are received by then. She can also be reached at [REDACTED] and my contact is provided below. Thank you, [REDACTED] y (r) [REDACTED] I Customer Service Manager [REDACTED] eFax: 1-[REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: [REDACTED]
CRM: [REDACTED] Mr. [REDACTED] As I stated on the phone I would be happy to review to see if there is any assistance I can provide towards the rentals if you would like to send over a copy of the rental receipt. Here is my contact information and you can email me or call anytime. Thanks, [REDACTED] (r)
[REDACTED] Customer Service Manager | [REDACTED] eFax: [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: [REDACTED] Customer Care Team CRM: [REDACTED]
Good morning, My name is [REDACTED] and I am a customer service manager assisting on your case. I am working on [REDACTED] as she is out of the office [REDACTED]. She set a follow up with you [REDACTED] repair status. I have been updated by service at [REDACTED] your repairs are complete. If you have not already, please send your final rental bills over to [REDACTED] at [REDACTED] you have sent this, my apologies. I have set a follow up for [REDACTED] for [REDACTED] to check in with you on repair satisfaction and further review rental as long as receipts are received by then. She can also be reached at [REDACTED] and my contact is provided below. Thank you, [REDACTED] (r) [REDACTED]
[REDACTED] Customer Service Manager | [REDACTED] eFax: [REDACTED]

[REDACTED] to get rental information [REDACTED] to cust [REDACTED] Spoke to [REDACTED] and left message with contact email so I can get the rental receipts requested. Sent over to Al who stated he is waiting for the invoice from the company. Stated the vehicle was from cook national lease [REDACTED] base rate [REDACTED] week mileage charges [REDACTED]. The costs of the rental is roughly [REDACTED] NEXT STEPS: C [REDACTED] rental receipts

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: FW: CAS- [REDACTED] Customer Care Team CRM: [REDACTED] You wanna handle this?

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: [REDACTED] CRM: [REDACTED] I am reaching out for an update. I tried calling but was unable to reach anyone. I received the following email from the customer I have a new question for you about this same truck. We had it back for [REDACTED] and everything was fine till last night when the truck lost power in [REDACTED] and quit running. Driver reported fuel was pouring out from under the truck. Truck was hauled back on a tow truck to [REDACTED] last night. I called [REDACTED] and they said the problem was a loose secondary fuel filter. Will this tow be covered under warranty since the truck was just at the shop [REDACTED] and if yes what paperwork will you need from us? Is the veh there now? What is going on? F [REDACTED] (r) [REDACTED] Customer Service Manager | [REDACTED] eFax: [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: [REDACTED] Customer Care Team CRM: [REDACTED] Mr. [REDACTED] I have attempted to call you but was unable to reach you by phone. I also attempted to email you but the email was rejected so I am hoping this one goes through. I am trying to get an update on your vehicle so I can see what, if any, assistance I can provide. I never received the rental receipts for review and I am hopeful you can get them over to me. I will attempt to reach you again [REDACTED]. If you would like to contact me please do not hesitate and if email works better for you we can continue to communicate via email. Thanks, [REDACTED] (r) [REDACTED]
[REDACTED] Customer Service Manager | [REDACTED] eFax: [REDACTED]

[REDACTED] reviewed and has never received any rental receipts to review. In addition a new email was sent. Hi [REDACTED] thanks for working with my accountant on possible rental reimbursement. I have a new question for you about this same truck. We had it back for [REDACTED] and everything was fine till last night when the truck lost power in [REDACTED] and quit running. Driver reported fuel was pouring out from under the truck. Truck was hauled back on a tow truck to [REDACTED] last night. I called [REDACTED] and they said the problem was a loose secondary fuel filter. Will this tow be covered under warranty since the truck was just at the shop [REDACTED] and if yes what paperwork will you need from us? Will reach out to cust [REDACTED] information. [REDACTED] to [REDACTED] Unavailable [REDACTED] to [REDACTED] Unavailable. [REDACTED] to cust [REDACTED] Spoke to [REDACTED] who put me on hold for a while. Cust did reply to last email sent from heater so [REDACTED] will attempt to email cust. OBE to cust regarded. NEXT STEPS: [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: Re: CAS- [REDACTED] CRM: [REDACTED] Truck is repaired
picked up [REDACTED] Sent from my [REDACTED] On [REDACTED] [REDACTED] wrote:
[REDACTED] I am reaching out for an update. I tried calling but was unable to reach anyone. I received the following email from the customer... I have a new question for you about this same truck. We had it back for [REDACTED] and everything was fine till last night when the truck lost power in [REDACTED] and quit running. Driver reported fuel was pouring out from under the truck. Truck was hauled back on a tow truck to [REDACTED] last night. I called [REDACTED] and they said the problem was a loose secondary fuel filter. Will this tow be covered under warranty since the truck was just at the shop [REDACTED] and if yes what paperwork will you need from us? Is the veh there now? What is going on? [REDACTED]® [REDACTED]
Customer Service Manager | [REDACTED] eFax: [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: RE: [REDACTED] Customer Care Team CRM: [REDACTED] I have received all the rental bills (attached) for roughly the same period we did not have our truck available for us to use. We were not able to use our truck from [REDACTED] (also [REDACTED]). The copies of the invoices attached are for [REDACTED] (also [REDACTED]). The rental fees we had to pay equal [REDACTED]. We should not be responsible for these charges, due to the breakdown issue and the length of time it took to get our vehicle repaired. Thank you for your assistance in getting us reimbursed for these dollars.
[REDACTED] Business Manager [REDACTED] PO BOX [REDACTED]
[REDACTED] Phone [REDACTED] Fax [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: RE: [REDACTED] Customer Care Team CRM: [REDACTED] Mr. [REDACTED] Thanks, I will review this information and see what I can do. Is the vehicle currently repaired and everything working fine? [REDACTED] (r) [REDACTED] Customer Service Manager | [REDACTED] eFax: [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: RE: [REDACTED] Customer Care Team CRM: [REDACTED] Mr. [REDACTED] Thanks, I will review this information and see what I can do. Is the vehicle currently repaired and everything working fine? I will reach out to you no later than [REDACTED] if I do not hear back. Thanks, [REDACTED] Company (r) [REDACTED] Customer Service Manager | [REDACTED] eFax: [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: RE: [REDACTED] Customer Care Team CRM: [REDACTED] Mr. [REDACTED] Thanks, I will review this information and see what I can do. Is the vehicle currently repaired and everything working fine? I will reach out to you no later than [REDACTED] if I do not hear back. Thanks, [REDACTED] Company (r) [REDACTED] Customer Service Manager | [REDACTED] eFax: [REDACTED]

rental

[REDACTED] has reviewed informed. Cust has purchased multiple veh and is good cust. due to backordered part and tech issues cust was in rental for a long time. Cust is requesting rental refund. Attached bills to case. [REDACTED] will cover rental [REDACTED] does not cover taxes and insurance. This will cover the cost of rental [REDACTED] OBC to [REDACTED]. Spoke to Requested FLP/CLP be added to case and RO created. Spoke to SIM [REDACTED] and informed [REDACTED] will be paying part of rental. Got information to fill out FLP. Cut code. A mile [REDACTED] line a [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: CAS- [REDACTED] Customer Care Team CRM: [REDACTED] Mr. [REDACTED] Unfortunately, I did not receive any response. I was able to get all the information needed to the dealership to get some of your rental refunded. Is the vehicle currently repaired and everything working fine? I will reach out to you no later than [REDACTED] if I do not hear back. Thanks, [REDACTED] (r) [REDACTED] Customer Service Manager [REDACTED] eFax: [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: RE: CAS- [REDACTED] Customer Care Team CRM: [REDACTED] Hi [REDACTED] Truck has been working well so far, no new issues reported. Thanks again. [REDACTED] Courier Maintenance

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: RE: CAS- [REDACTED] Customer Care Team CRM: [REDACTED] Mr. [REDACTED] I am happy to hear this. You should receive a check in roughly [REDACTED] in the amount of [REDACTED] towards the rental refund. I was able to get the base coverage approved minus taxes and insurance. If you have any additional questions or concerns please feel free to reach out. In addition to this please keep an eye out for a survey you will receive regarding your experience and my handling of your case. Thanks, [REDACTED] (r) [REDACTED] Customer Service Manager [REDACTED] eFax: [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: RE: CAS- [REDACTED] Customer Care Team CRM: [REDACTED] Wow thanks, great news to get before the weekend!! I will keep my eyes peeled for the survey and thanks for your hard work on helping us out. J [REDACTED] P

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: RE: [REDACTED] Customer Care Team CRM: [REDACTED] We never received the check you mentioned below. Was it sent? Please look into and get back to me. Thanks, [REDACTED]

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 | CLP / [REDACTED] Criteria | Has not been to Dealer

DEALER NAME:

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

REGION: [REDACTED] ZONE: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED]

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

BODY STYLE: [REDACTED]

LAST NAME [REDACTED] NAME MIDDLE: | |

ADDRESS:

[REDACTED] COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Safe & Secure | Smoke/Odor | Under Hood | Hot

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

CUSTOMER SAYS: Customer was on a road trip, vehicle broke down, had to have the vehicle towed to a dealer, the dealer was great, but the fuel filter was bad, and the sprayed gas all over. Dealer advised the fuel canister was defective. Customer states there is diesel gas all under the hood & engine. Customer states all can smell is gasoline, and is upset of the damage. The insulation and engine needs to be cleaned and want [REDACTED] C to assist with doing so. [REDACTED] SAYS: N/A CRC ADVISED. Advised customer [REDACTED] does require a diagnosis or estimate for the repair prior to looking into any FIN assistance. Advised customer since has such a great relationship with dealer, to speak to SM and see if can assist to avoid calling back in. Provided customer case #

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] [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE [REDACTED]
BODY STYLE: [REDACTED] SRW
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
[REDACTED] COUNTRY: FORT WORTH | [REDACTED] | [REDACTED]
HOME PHONE [REDACTED]
SYMPTOMS: Driving Performance | Lack/Loss of Power | Acceleration | OTHER
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]

COMMENTS:
[REDACTED]
[REDACTED]

[REDACTED] PHONE [REDACTED]
[REDACTED] SAYS: just took it to the dlr keep getting told, dlr changed ecm and it is failing. put a new door code and did not tell him, dont feel unsafe. [REDACTED] as a reference. [REDACTED] is very bad and do not care for there customers. PER [REDACTED] SAYS: CRC ADVISED: I will escalate your case/request to our [REDACTED] Regional Customer [REDACTED] Manager who works daily with your dealership's management team. The [REDACTED] Regional 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] Regional 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] Email Created On: [REDACTED] From: [REDACTED] Email Subscription To: [REDACTED]
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. [REDACTED] your case number, along with the contact information for the regional Customer [REDACTED] Manager is listed below. Case Number: [REDACTED] Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED] Sincerely, [REDACTED] Customer Care Team
[REDACTED] Ticket Number: [REDACTED] Customer: [REDACTED] phone [REDACTED] Home phone [REDACTED] Mobile phone: [REDACTED] LTV Score: 97 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] None ESP: [REDACTED] DSL [REDACTED] Rental--Exp: [REDACTED] Hotline Contact: None recent Warranty History: [REDACTED] --Diesel leaking--Replaced secondary fuel filter [REDACTED] Transport the veh to TX [REDACTED] --Recall [REDACTED] --No leak detected/installed trans fluid cooler tubes [REDACTED] --Interior lamps inop--Repalced BC RVC --Pass side front seat massager inop--Rplaced SCIM module --Noise from suspension when turning right or left and hitting pumps--Replaced rear shocks
Hello! Can you give me an update on this customer please? They are asking for a buyback. Can you provide the ROs you have for this customer please? My email is [REDACTED] and my fax is [REDACTED] that is more convient for you. Thanks!
[REDACTED] made [REDACTED] to [REDACTED] T says he had it at [REDACTED] for [REDACTED] and they didnt even look at it so he picked it up. He has to go out of town for so he wont be back until the week of the [REDACTED] but he will be taking it to [REDACTED] instead. [REDACTED] will f/u on [REDACTED] to see where we are at.
NEXT STEPS: Is cust back in town? did he take it to the dlrshp?
[REDACTED] made [REDACTED] to [REDACTED] [REDACTED] advising of f/u. Will make another attempt eob
[REDACTED] from [REDACTED] back in tow. He dropped the veh off [REDACTED] on [REDACTED]. He needs it by [REDACTED] [REDACTED] will call cust [REDACTED] to update him on the status [REDACTED]
OBE TO S/M MIKE: [REDACTED] - [REDACTED] S - [REDACTED] This cust dropped their veh off [REDACTED] on [REDACTED]. He says that he needs it by [REDACTED] eob. I was wondering if you had a chance to diagnose the vehicle. Can I help in anyway? Could you tell me what is wrong with it? Any information would be great.
NEXT STEPS: Did the dlrshp diag the veh? Call cust and update.
[REDACTED] made [REDACTED] C to S/M [REDACTED] [REDACTED] He has a noise. He could not duplicate the noise. They cant find anything wrong with the ven. They did repair a issue inside the cab he was having, but the noise when driving they couldnt find. [REDACTED] will offer esp to cust for his piece of mind.
[REDACTED] made [REDACTED] to [REDACTED] [REDACTED] confirmed that he received the call that the veh is ready to be picked up. [REDACTED] offered [REDACTED] for peace of mind since he is having this issue. He already has the dsl care plus on the ven. This will cover just about everything else. [REDACTED] is very thankful. [REDACTED] will upload it now and it will be active within [REDACTED] NEXT STEPS: UPLOA [REDACTED] PC ESP. Set f/u out for a week [REDACTED]
[REDACTED] PC ESP UPLOADE [REDACTED]
NEXT STEPS: See if [REDACTED] PC ESP is active on vehicle. [REDACTED] should not have [REDACTED] DSL Care Plus and the other PC ESP. Close case if active.
correction: cust SHOULD have [REDACTED] ..dsl care plus and pc esp
esp active

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN ☐ CLOSED ☐

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM

COMMUNICATION: Phone

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

DEALER NAME [REDACTED] of [REDACTED]

REGION: [REDACTED]: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED]

MODEL: [REDACTED] MILEAGE [REDACTED]

BODY STYLE: [REDACTED] CREWCAB - SRW

LAST NAME [REDACTED] MIDDLE: | |

ADDRESS:

COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Safe & Secure | Smoke/Odor | Under Hood | Hot

ANALYST NAME: # fordprodprojectadvocate

OPEN ANALYST NAME [REDACTED]

COMMENTS:

CUSTOMER SAYS: [REDACTED] asked what [REDACTED] R is and how it works. [REDACTED] said there was smoke coming out of the hood and there was a puddle of oil after driving to work. [REDACTED] had the [REDACTED] towed to the [REDACTED] and found it to be a cracked fuel filter. [REDACTED] said she has the premium care warranty and it should be covered because the [REDACTED] R told her to call the [REDACTED] to discuss it with [REDACTED] because it is not covered under the [REDACTED] P and it should be [REDACTED]. PER CUSTOMER SAYS: N/A [REDACTED] ADVISED: Advised the customer I would escalate a case to the [REDACTED] M for their dealership who will review the case and will work directly with the SM at the [REDACTED] X to see if assistance can be provided with all of the available resources through [REDACTED]. Advised the [REDACTED] M will call the cust within [REDACTED] by the [REDACTED].

CUSTOMER SAYS: [REDACTED] wants it noted that her father in law just had open hear surgery and it is a going to be a very long haul and rough time so please get this covered for me. PER CUST [REDACTED] SAYS: N/A [REDACTED]
ADVISED: Advised I would add it to the case notes.

Email Created On: [REDACTED] From: [REDACTED] Email Subscription To: [REDACTED] & [REDACTED]
[REDACTED] Subject: Contact to [REDACTED] RE: [REDACTED] Dear [REDACTED]
[REDACTED] & [REDACTED] LLC. This email is to confirm your recent contact to [REDACTED]
regarding your [REDACTED]. You will receive contact from our regional [REDACTED] [REDACTED]
([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] [REDACTED]
is listed below. Case Number: [REDACTED] Name: [REDACTED] Phone: [REDACTED]
[REDACTED] Email: [REDACTED] Sincerely, [REDACTED] [REDACTED] [REDACTED]
Care team [REDACTED]

Ticket Number: [REDACTED] Owner: [REDACTED] & [REDACTED] LLC Business phone: [REDACTED]
 Home phone: [REDACTED] Mobile phone: [REDACTED] LTV Score: 96 Vehicle
 Purchase Status: Original Owner Dealer Name: [REDACTED] or [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] vs T/C
 DSL Open Recall/FSA:none [REDACTED] NEW [REDACTED] PREMIUMCARE W/ROADSIDE Hotline
 Contact: none Warranty History: no related repairs

Email Created On: [REDACTED] From: To: Subject: [REDACTED] & [REDACTED] vin [REDACTED]
[REDACTED] Can you get me any information on this repair and why it is not covered
under premium care plan or powerstroke warranty? Thanks, [REDACTED] (r) [REDACTED]
Customer # [REDACTED] Manager [REDACTED] (888) 221-2222, 755555 eFax: [REDACTED]

csn [REDACTED] inbound call from dlr. spoke to [REDACTED] s/m. he will submit request to maintenance esp to see if it will be covered. repair is for maintenance issues csn [REDACTED] obc to cust at [REDACTED] lm on vm advising name and number. advised i will follow up again by the [REDACTED] next steps make 2nd initial contact on the [REDACTED]

Email Created On: [REDACTED] From: To: Subject: RE: [REDACTED] & [REDACTED] LLC vin
CRM: [REDACTED] Did their plan cover the repairs?

csml [REDACTED] obc to dlr at [REDACTED]. Im on vm asking for dlr to call back. csml [REDACTED]
obc to cust at [REDACTED]. Im on vm advising i will make final attempt to call [REDACTED] the [REDACTED] next
steps make final initial contact on [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: RE: [REDACTED] & [REDACTED] vin [REDACTED]
[REDACTED] CRM. [REDACTED] of [REDACTED] I hope so, we submit it to [REDACTED]. Sincerely, [REDACTED]

csms [REDACTED] obc to cust at [REDACTED] spoke to [REDACTED] cust driving and released call and advised she will call [REDACTED] sending email next steps monitor for response and send utc letter if no response on [REDACTED]

Email Created On: [REDACTED] From: To: Subject: CASE [REDACTED] Hi Mrs. [REDACTED]. My name is [REDACTED] I am the regional customer service manager who works with the dealers in your area. I hope this email finds you in good health. It is my role to work with you and the dealer to help resolve your vehicle concerns. I understand you were trying to verify why you were being charged for items covered under your maintenance plan. I have reached out to the dealer and they have submitted the repairs under the plan so you should not be charged. If you have further questions feel free to ask. Thanks, [REDACTED] v (r) [REDACTED] omer [REDACTED] eFax: 1-[REDACTED]

sending utc letter as issue addressed and no response from customer
maintenance

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 | CLP / [REDACTED] Request | Dealer Assist Approved |
DEALER NAME:
PA CODE: DLR SALES CODE: REGION: ZONE:
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] SUPER DUTY MILEAGE [REDACTED]
BODY STYLE: [REDACTED] CREW CAB SRW
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] [REDACTED] N |
ADDRESS: [REDACTED]
[REDACTED] COUNTRY: KILLDEER | ND | [REDACTED] | USA
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]
COMMENTS:
[REDACTED] "By [REDACTED]" - secondary fuel filter split open, clp to replace fuel filters and clean engine

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: Friendly [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] [REDACTED]

ADDRESS: [REDACTED]

[REDACTED] COUNTRY: HOUSTON | TX | [REDACTED] | [REDACTED]

HOME PHONE [REDACTED]

SYMPTOMS: Start/Run/Move | Odor | Fuel | Intermittent

ANALYST NAME [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

CUST SAYS: I bought a [REDACTED] [REDACTED]. I was driving heading home and I noticed there was some fuel odor. I pulled over and the fuel filter on the top busted open. I had the vehicle serviced at at dealership. The fuel system needs to be replace. . I had the fuel tested from [REDACTED] and there is no contamination. CUST [REDACTED] [REDACTED] SAYS: CRC ADVISES: Informed cust that fuel contamination is not a factory defect. And we will support the dealerships findings

[REDACTED]

CUST SAYS: i got a [REDACTED] the fuel filter ruptured and blew fuel over engine , diesel all over , took it to dlr they say fuel was contaminated, insurance company ran fuel test and said its nothing in the fuel but diesel , they says it's going to be [REDACTED] to fix at [REDACTED] , i want someone to check into and see whats going on . PER CUST ; [REDACTED] SAYS: N/A AGENT ADVISED: Maybe visiting another [REDACTED] for [REDACTED] and helped locate another one.

[REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN [REDACTED] CLOSED [REDACTED]

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM [REDACTED] 1 Inbound

COMMUNICATION: Ph [REDACTED]

CASE [REDACTED] [REDACTED]: Vehicle Concern | Repair Assistance | No repair / Warranty Denied | General/Other

DEALER NAME:

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

HOME PHONE [REDACTED]

SYMPTOMS: Start/Run/Move | Fluids | Fuel | Contamination

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED]

CUST SAYS: ford truck few [REDACTED] with it and wanted to the he has a base warranty and dealer said that it is not covered gas was spraying all over the engine and filter needs to be changed why the filter bust the line there is trash on it def fluid he said that is not possible he is the only [REDACTED] driving on the truck PER CUST. [REDACTED] SAYS: dlr said that possible fuel contamination on the truck [REDACTED] ADVISED: made an obc to the dealer and check the file and the warranty is really denied he wanted to have a complain provided crc manger address

[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 | 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]
ADDRESS: [REDACTED]
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED]
HOME PHONE [REDACTED]
SYMPTOMS: Safe & Secure | Smoke/Odor | OTHER | OTHER
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]
COMMENTS:

[REDACTED] VIN: [REDACTED] F- [REDACTED] MILEAGE [REDACTED] cust say that : there was a fume in the oil filter, the veh was towed at [REDACTED] assisted by [REDACTED] cust said that the dlr cannot provide a rental to the customer, cust wanted the veh to be towed back to Automation [REDACTED] as to where cust purchase the veh. as per [REDACTED] N/A crc advice : BEST CONTACT NO: [REDACTED] High Priority: 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 [REDACTED] is [REDACTED]

[REDACTED] cust says: [REDACTED] f250, i have the veh [REDACTED] and the veh have major leak a fuel leak. per cust / dealr says: crc advised: explained the case that was opened, cas [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] Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED] Sincerely, [REDACTED] Customer Care Team

[REDACTED] Ticket Number: [REDACTED] Customer: [REDACTED]
Business phone: [REDACTED] Home phone: [REDACTED] Mobile phone: [REDACTED] LTV Score: [REDACTED]
Vehicle Purchase Status: Original Dealer name: [REDACTED] Dealer P&A: [REDACTED] Dealer phone: [REDACTED]
VIN: [REDACTED] Year : [REDACTED] Make: [REDACTED] Model: [REDACTED]
Warranty Start Date: [REDACTED] Engines Specification: [REDACTED] V8 T/C DSL Open Recall/FSA: [REDACTED]
16N03 DOOR LATCH FREEZING CONCERNS ESP: none Routine Contact: none Warranty History: none recent

[REDACTED] to [REDACTED] - spoke with [REDACTED] SM confirms that vehicle has arrived [REDACTED] as of [REDACTED] SM confirms vehicle has not yet been diagnosed. Advised SM that customer is seeking loaner/rental vehicle while vehicle is being diagnosed. SM advising that technician will try and get preliminary diagnosis possible.

[REDACTED] to customer [REDACTED] 7 - left voicemail message with [REDACTED] contact information, advised of f/u
Next steps: [REDACTED] initial F/U [REDACTED]

[REDACTED] C to [REDACTED] 5 - left voicemail message for [REDACTED]
[REDACTED] from [REDACTED] spoke with [REDACTED] SM advising that RO is closed. Vehicle was repaired and returned to customer on [REDACTED] replaced fuel filter, [REDACTED] found raw fuel sprayed on top of engine. [REDACTED] found top of fuel filter cracked and caused spraying of fuel on top of the engine.

[REDACTED] C to customer [REDACTED] - left voicemail message with [REDACTED] contact information.
Next steps: Check for customer response, if none, send [REDACTED] letter F/U [REDACTED]

[REDACTED] Email Created On: [REDACTED] From: To: Subject: [REDACTED]
CRM: [REDACTED] Dear Mr. [REDACTED] This correspondence is in response to your CAS [REDACTED] regarding your [REDACTED] We have made attempts to reach you between [REDACTED] but have been unsuccessful. As your [REDACTED] Customer Service Manager, I would like an opportunity to address your concerns. Please contact [REDACTED] ext. [REDACTED] We are available between [REDACTED] Standard time. Sincerely, [REDACTED] office: [REDACTED]
fax: [REDACTED] CONFIDENTIALITY - This e-mail and any files transmitted with it are confidential and solely for the use of the individual or entity to which they are addressed and intended do NOT distribute. If you have received this e-mail in error, please notify the sender by return e-mail. If you are not the intended recipient, you may not read, copy, retain, print, disclose, or distribute this message or its contents to any other individual, for such actions may be unlawful.

[REDACTED] No further response from customer - [REDACTED] letter sent
[REDACTED] none needed

CASE ATTACHMENTS:

[REDACTED]

[REDACTED]

[UTC.docx](#)

[REDACTED]

[REDACTED]

Mr. [REDACTED]
[REDACTED]
[REDACTED]

RE: [REDACTED]
[REDACTED] [REDACTED] [REDACTED]

Dear Mr. [REDACTED]:

This correspondence is in response to your [REDACTED] your [REDACTED] [REDACTED] [REDACTED].

I have made several attempts to reach you between [REDACTED], but have been unsuccessful.

As your [REDACTED] Customer Service Manager, I would like an opportunity to address your concerns. Please contact [REDACTED] ext. [REDACTED]. We are available [REDACTED] through [REDACTED] between [REDACTED] [REDACTED] Eastern Standard time.

Sincerely,

[REDACTED]
[REDACTED] Team
[REDACTED] [REDACTED] (direct)
[REDACTED] (fax)
[REDACTED]

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
RESPONSE TEAM [REDACTED] COMMUNICATION: Chat
CASE [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] MILEAGE [REDACTED]
BODY STYLE: [REDACTED] CREWCAB SRW
LAST NAME [REDACTED] MIDDLE: | |
ADDRESS:
[REDACTED] COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Safe & Secure | Smoke/Odor | Under Vehicle | OTHER
ANALYST NAME [REDACTED] OPEN ANALYST NAME: [REDACTED]
COMMENTS:
[REDACTED]

Chat Id: [REDACTED] A : Says At [REDACTED] [AC] Operator [REDACTED] Sent Auto Pickup Request [REDACTED] A : Says At [REDACTED] [TOP] Operator [REDACTED] Picked Up Session [REDACTED] : Says At [REDACTED] Hello. My name is [REDACTED] How can I help you? [REDACTED] A : Says At [REDACTED] Yes. Last time I was cut off before completing my statement. Will this happen again? [REDACTED] : Says At [REDACTED] Sometimes, the chat will time out, but I am happy to assist you [REDACTED] Please tell me more about your situation. [REDACTED] : Says At [REDACTED] 12:27:44 PM I'd like to make sure your concerns are addressed. Do you need more time? [REDACTED] : Says At [REDACTED] My [REDACTED] cracked [REDACTED] and sprayed diesel fuel all over hood insulator and engine. My wife brought me a new filter she picked up at [REDACTED] I was brke down in [REDACTED] After installing new filter I washed engine down at car wash to try to eliminate terrible diesel smell [REDACTED] I have to ride with windows down to keep from getting sick. It is [REDACTED] out side. [REDACTED] A : Says At [REDACTED] Dealer returned my \$ on filter but I asked for a new hood insulator that I was charged for. Got a truck [REDACTED] and cannot stand to ride due to smell. Can [REDACTED] Help? I am [REDACTED] I thin it is [REDACTED] A : Says At [REDACTED] Please send email and I can send pics and receipts of issue. [REDACTED] : Says At [REDACTED] I am happy to assist you [REDACTED] in seeing what can be done to assist you. Can you please tell me exactly what it is you would like [REDACTED] to assist with? [REDACTED] A : Says At [REDACTED] I would like to be able to ride in my truck with out windows down. Make me nauseated and give me a head ache. [REDACTED] : Says At [REDACTED] Did you dealers say what can be done to eliminate the smell. [REDACTED] A : Says At [REDACTED] No, I suggested changing the hood insulation pad that was saturated. That part is ordered and should be in on [REDACTED] But I was charged for part. [REDACTED] : Says At [REDACTED] Thank you. Can you please confirm your first and last name? 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 working with? [REDACTED] A : Says At [REDACTED] My name is [REDACTED] The truck is a my companies truck. [REDACTED] : Says At [REDACTED] Thanks. 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 working with? [REDACTED] A : Says At [REDACTED] Company is [REDACTED] Preferred method of contact is email at [REDACTED] My cell number is [REDACTED] Mileage is [REDACTED] Dealer is [REDACTED] : Says At [REDACTED] Thanks for this information. How much is the part? Do you know the name and title of the person you are working with at the dealership? [REDACTED] A : Says At [REDACTED] The parts man that reimbursed me for the filter is [REDACTED] in parts department. The hood insulator was [REDACTED] with connecting pins. [REDACTED] : Says At [REDACTED] Okay! I know this is under your company name, but do you have a fleet of vehicles? [REDACTED] A : Says At [REDACTED] I bought a [REDACTED] also. Not fleet. [REDACTED] : Says At [REDACTED] Perfect! Please give me just a moment to gather some information.

CONTACT VIA DELEGATE PHONE

CONT OF CHAT... [REDACTED] : Thank you so much for your patience! Based on the information you provided, [REDACTED] may participate in the cost of this part, but need 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 [REDACTED] days for a final decision. Please stay in contact with the Service Manager at your dealership. Your case number is [REDACTED] [REDACTED] Will do. They have defective part. [REDACTED] : Are you saying the part the ordered is defective? [REDACTED] : No the filter that came on truck was defective. The new part is good. [REDACTED] : Okay, I see what you are saying. This case has now been escalated. Is there anything else that I can do to assist you [REDACTED] ? [REDACTED] : No, Thank you for your help. [REDACTED] : You are so very welcome! 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! [REDACTED] : Visitor has left the conversation.

Service Manager: This funding will come from the [REDACTED], not your dealer's [REDACTED] budget. Please complete the associated [REDACTED] Loyalty Request with the cost for the repair (at warranty rates) for the repair listed in the case notes. Thank you."

- The concern that the customer is requesting assistance for: Hood Insulation Pad • Estimate cost of the repair as quoted by the dealership: [REDACTED] • Where the vehicle is currently located (ie: Dealer, home, etc.): Home • Name and position of dealer personnel customer is working with: [REDACTED] (Parts Dept)

Follow up with dealership set for [REDACTED]

It is unclear from the case notes whether or not the vehicle has actually been in to the dealership for a diagnosis. If the vehicle has been diagnosed, please complete the FLL form so we can look into possibly helping with the cost of the repair. If the vehicle has not been to the dealership, please have someone from your office reach out to the customer to set up an appointment for diagnosis.

customer states fuel filter cap cracked and sprayed diesel on to the hood pad soaking it with fuel-customer would like ford to pay for his hood pad, retaining pins and labor

Did the customer state how the fuel filler cap cracked?

Follow up with dealership set for [REDACTED]

Fleet vehicle - transferrin to [REDACTED]

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

FLT assist

Ticket Number: [REDACTED] Customer: [REDACTED]
Business phone: [REDACTED] Home phone: [REDACTED] Mobile phone: null LIV 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]
Warranty Start Date: [REDACTED] Engines Specification: [REDACTED] 7C DSE Open Recall/P&A:
DOOR LATCH FREEZING CONCERNS ESP: NO ESP Hotline Contact: no related issues Warranty
History: no related issues

[REDACTED] ---obc to dlr, [REDACTED], SM [REDACTED] advising csm the fuel filter cap came off and there is diesel fuel on the hood insulator. dlr replaced the insulator, customer paid for repairs and is seeking reimbursement. csm provided SM with approval code for [REDACTED] obc to cust, [REDACTED], cust states the fuel filter split and spill diesel over the bottom of the hood insulator cover. cust states diesel odor was in the cabin, cust replaced the cabin air filter but paid to have the hood insulator replaced, csm advised cust csm will reimburse cust in the amount of [REDACTED] cust very satisfied with decision. csm provided cust with csm contact info. no further action case closed.

CASE ATTACHMENTS:

CASE [REDACTED] [REDACTED] Dealer - Vehicle Concern | [REDACTED] Assistance Request | Vehicle Loyalty Allowance |

HOME PHONE:

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

OPEN ANALYST NAME [REDACTED]

COMMENTS:

"By [REDACTED] N" - The vehicle came in running rough and a fuel leak upon inspection we found the upper fuel filter had failed and was leaking fuel. We ran prior approval and the claim was declined.

The vehicle was towed in with the concern of a fuel leak we found the upper filter housing failed leaking fuel, we replaced the housing but it was running really rough so upon further diagnosis we found metal throughout the fuel system we ran prior approval it was declined due to moisture in the system.

Ticket Number: [REDACTED] Customer: [REDACTED] Business phone: [REDACTED]
Home phone: [REDACTED] LTV Score: 87 Vehicle Purchase Status: Original Owner Dealer name: [REDACTED]
[REDACTED] P&A: [REDACTED] Dealer phone: [REDACTED] VIN: [REDACTED] Year: [REDACTED] Make: [REDACTED]
[REDACTED] Model: [REDACTED] Warranty Start Date: [REDACTED] Engines [REDACTED]
Specification: [REDACTED] T/C DSL Open Recall/FSA: None ESP: None Hotline Contact: Warranty
History: None listed

Ext. [REDACTED] Made [REDACTED] C to Dir. [REDACTED] Spoke with receptionist who stated that SM not available. Advised to have SM contact [REDACTED]

Sent activity to SME to see if we concur with DI denial (check SME notes) [REDACTED] Next Step: [REDACTED] can CSM assist (check SME notes) [REDACTED]

Business case sent to COM for review Next Step: [REDACTED] Can [REDACTED] M assist with Business case

COM escalation: Business case under review.

code generated for assistance towards repair

██████████ Ext ████████ Made ████████ to ████████ who stated that he received code. ████████ advised that she will close case out.

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]s [REDACTED] of [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: | |
ADDRESS:
[REDACTED] COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]
COMMENTS:

[REDACTED] SAYS: I just has a [REDACTED] and is with the dealership for [REDACTED]. The fuel filter failed. Was advised by the dealership to contact us to get a cxASE NUMBER to resolve the problem. PER [REDACTED] SAYS: CRC ADVISED I will escalate your case/request to our [REDACTED] Manager who works daily with your dealership's management team. The [REDACTED] Manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [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].

[REDACTED] SAYS: I just has a [REDACTED] and is with the dealership for [REDACTED]. The fuel filter failed. Was advised by the dealership to contact us to get a cxASE NUMBER to resolve the problem. PER [REDACTED] SAYS: CRC ADVISED I will escalate your case/request to our [REDACTED] Manager who works daily with your dealership's management team. The [REDACTED] Manager has access to all [REDACTED] resources and will use these resources to assist you and your dealership regarding your situation. The [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] Owner: [REDACTED] Y Business phone: N/A Home phone [REDACTED] Mobile phone: [REDACTED] LTV Score: 65 Vehicle Purchase Status: Original Owner Dealer name: [REDACTED]s [REDACTED] or [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 T/C DSL Open Recall/FSA: [REDACTED] DOOR LATCH FREEZING CONCERNS [REDACTED] ENGINE BLOCK HEATER WIRE ASSEMBLY - WATER INTRUSION OR CORROSION ESP: [REDACTED] NEW [REDACTED] PREM MAINT(M&W) [REDACTED] INTERVAL Hotline Contact: None Warranty History: None Related

[REDACTED] to [REDACTED] @ [REDACTED] Spk w/SA [REDACTED]. SA stated that Upper fuel filter leaked everywhere, fuel is all over the engine bay. SA stated that cust went to a [REDACTED] but they did not have filter so [REDACTED] drove to their [REDACTED]. SA said they replaced cabin air filter, fender flares, replace several stripping s. washed at least [REDACTED] and still has strong diesel smell. SA said they are going to try again with new cleaning solution. Said it will be difficult to get rid of the smell. SA confirmed that repairs would be warrantable in theory. Follow up [REDACTED] for updates.

[REDACTED] to [REDACTED] w/ [REDACTED]. [REDACTED] provided role, call recording, contact info, and reason for call. [REDACTED] stated that he [REDACTED] has had the veh for [REDACTED] and that the [REDACTED] R is advising him that they are not sure if they will be able fix veh concern (diesel smell). [REDACTED] stated that he drives clients and this children in this veh and that he went into a coffee shop and was asked if the stepped or fell into some gas. [REDACTED] sd he wants out of the veh. [REDACTED] sd that [REDACTED] is wanting him to pay [REDACTED] for a new veh. and he feels that is way too much. Also stated that another [REDACTED] said concern is not repairable. [REDACTED] confirmed he wants his veh replaced. [REDACTED] adv that we will submit for a buyback review and will follow up [REDACTED] with any avail updates. [REDACTED] acknowledge and understands.

[REDACTED] NEXT STEPS: FOLLOW UP WITH [REDACTED] ON REPAIRS AND [REDACTED] T RE: BB
REQUES [REDACTED]

[REDACTED] to [REDACTED] Spoke with [REDACTED] (S/M). [REDACTED] stated the veh is currently there. RO [REDACTED] upper secondary fuel filter broke and fuel went everywhere: verified concern, fixed the fuel filter, still working on removing the smell: loaner/rental provided-Fusion [REDACTED] M will complete [REDACTED]

After review; veh does not meet state guidelines for buyback/replacement criteria for TX. Repairs were done outside of presumption. Talking Points: -Deny [REDACTED] -Review note in milestone -Focus on getting veh repaired -Open [REDACTED] E Activity for days out of service -Recommend Hotline -Review for [REDACTED]

[REDACTED] asst [REDACTED] [REDACTED] made obc to svc dept @ [REDACTED]; line rings and then disconnects

[REDACTED] asst [REDACTED] [REDACTED] made obc to customer @ [REDACTED] [REDACTED] informed customer that the case has been reviewed and his request for a replacement or buyback could not be met [REDACTED] M verified with the customer that they have tried to give the veh back to him [REDACTED] and he will not take the veh back. Was told by another svc dept that the dship allowed the veh to sit for too long with the issue therefore the smell will be present [REDACTED] informed customer that a call will be made to the svc mgr or advisor to verify that all strategies were completed before RELEASING the vehicle back to him. Next: contact dlr, verify all has been completed address the concern, if it has, veh will need to be released back to the customer. Contact customer with update

[REDACTED] M assisting [REDACTED] [REDACTED] out bound call to dealer [REDACTED] advised by person in service she can't put a person on hold and I would need to call back. [REDACTED] advised I will call the customer.

[REDACTED] M assisting [REDACTED] [REDACTED] [REDACTED] out bound call to dealer [REDACTED] advised by person in service she can't put a person on hold and I would need to call back. [REDACTED] advised I will call the customer. Portal to dealer – if you still have the vehicle may I suggest you contact [REDACTED] see if they are able to assist with the repair. [REDACTED] out bound call to delegate [REDACTED] spoke with [REDACTED] advised I am calling on behalf of [REDACTED] confirmed he has his number and provided mine. Delegate says I am in a loaner. [REDACTED] says I attempted to talk your service advisor [REDACTED] and wasn't able to I guess they still have your vehicle since you are in a loaner. Delegate says it has been [REDACTED]. I have send a message to dealer to ask them to contact our [REDACTED] team as they are a team of engineers that have access to the [REDACTED] vehicle in the US to see if they are able to assist with a repair direction. Delegate says the truck will never be the same as diesel never evaporates it seeps into the truck and the smell will never go away. The dealer is willing to trade me out of the vehicle and it would cost me [REDACTED]. can you work with the dealer to help me get me out of the vehicle for [REDACTED] [REDACTED] says I'm sorry I don't have any programs to assist in trading in the vehicle, my role is to work with the dealer to get the issue addressed. Delegate says will have to research to see if I need to take legal action against [REDACTED]. [REDACTED] asks if he has hired a lawyer – customer says no. Delegate says how long will [REDACTED] work on the truck before they give up – [REDACTED] says doesn't give up. Customer says I am making [REDACTED] a [REDACTED] what are my options. [REDACTED] advised as we have been told [REDACTED] will not be replacing your vehicle and the only option in can provided is to contact the [REDACTED] B to have a free aberration to see if the answer changing. Delegate says you are going to lose a life long customer for [REDACTED]. delegate says why does [REDACTED] keep calling me every week to tell me there is nothing they can do. [REDACTED] says you have our names and numbers and you may call us if you wish and we will continue to work with the dealer. Delegate says when will my next call be. [REDACTED] advised [REDACTED]. Delegate accepts. Delegate says [REDACTED] has won, I hope you are happy and have a good day. [REDACTED] thanks customer for taking my call. [REDACTED] setting follow up for [REDACTED] to contact dealer to see if they have contacted [REDACTED] and delegate with an update. NEXT STEP DEALER HAVE THEY CONTACTED [REDACTED] CUSTOMER UPDATE

[REDACTED] Ext [REDACTED] to [REDACTED] @ [REDACTED] Spk w/SA [REDACTED] stated that cust traded in his veh. any GV Gestures offered will not be honored due to cust no longer has veh. [REDACTED] M closing case,

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]
OPEN [REDACTED] CLOSED [REDACTED]
RESPONSE TEAM [REDACTED] Inbound
CASE [REDACTED] [REDACTED]: General Inquiry | General/Other | |
DEALER NAME [REDACTED]
[REDACTED] CODE [REDACTED] SALES CODE: [REDACTED]
VIN: [REDACTED] MODEL YEAR [REDACTED]
BODY STYLE: [REDACTED] CREWCAB SRW
LAST NAME [REDACTED] NAME MIDDLE: SCHRAGIN | GREGOR | A
ADDRESS: [REDACTED]
[REDACTED] COUNTRY: [REDACTED] E | [REDACTED] | [REDACTED]
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Odor | Fuel | OTHER
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]

cust says: i own [REDACTED] 7 truck i had a fuel filter cracked, and fuel in the engine compartment, took it in and told me that they havent seen that before,they offered me to clean the engine compartment but the engine compartment is still giving some odor. they told me to come in to change my oil before [REDACTED] but i took in in with [REDACTED] they said that in 2 weeks time it will go away. i want them to call me back and fix it or something. they did it so quick. Per cust,Dlr says: N/A crc adv: asked ho [REDACTED] can assist him with his situation, told him that every dlr is privately owned and operated an [REDACTED] do not intervene with the decision 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. told him as well that we can create another case and escalate that case to the SM at the dlr for him/her to check everything that they can to fix the veh. cusomter said that he will call them [REDACTED] and try to work with them, if they are willing to fix it he will call back

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN [REDACTED]

CLOSED [REDACTED]

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM [REDACTED] Chat

COMMUNICATION: Chat

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

DEALER NAME [REDACTED] [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] | [REDACTED] | P

ADDRESS: [REDACTED]

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

HOME PHONE [REDACTED]

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]

COMMUNICATION: Phone

CASE [REDACTED]: Vehicle Concern | FIN Assist Request | CRC Assistance Review |

DEALER NAME [REDACTED] [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] MIDDLE [REDACTED] | [REDACTED] | P

ADDRESS: [REDACTED]

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

HOME PHONE [REDACTED]

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] COMMUNICATION: Ph [REDACTED]
CASE [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] MILEAGE [REDACTED]
BODY STYLE: [REDACTED] CREWCAB SRW
LAST NAME [REDACTED] NAME MIDDLE: [REDACTED] N | [REDACTED] |
ADDRESS [REDACTED]
[REDACTED] COUNTRY: HILL LANE | TX | [REDACTED] USA
HOME PHONE [REDACTED]
SYMPTOMS: | | |
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]
COMMENTS:

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] Customer Relationship Center [REDACTED]

Email Created On: [REDACTED] From: [REDACTED] Email1 (Prod) User To: [REDACTED]:
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] 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] Customer Relationship Center

cust says: cust provided a case no: [REDACTED] cust says that the veh was in autonation [REDACTED] at first but after [REDACTED], cust moved the veh to [REDACTED] it smelled diesel while driving and the fuel gauge is dropping rapidly. cust wanted the veh fix. per cust dlr says: n/a crc advised: Under most state laws, a dealership's service department is entitled to ask for payment of a diagnostic fee which covers the labor cost to determine the cause of a vehicle's concern. Upon diagnosis, if the repair is covered under an applicable Warranty, [REDACTED] or [REDACTED], it is customary for the diagnostic fee to be waived. Service Manager: This funding will come from the [REDACTED], not your dealer's [REDACTED] budget. Please complete the associated [REDACTED] Request with the cost for the repair (at warranty rates) for the repair listed in the case notes. Thank you. Inform customer that [REDACTED] would like to gather additional information from the dealer to consider assistance. Based on the information you provided, [REDACTED] may participate in the cost of this repair, but need 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] a final decision. Please stay in contact with the Service Manager at your dealership. Your case number is [REDACTED]

Transfer to [REDACTED] - under [REDACTED]

Transfer to [REDACTED] - under [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.

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

[REDACTED] Ext. [REDACTED] OBE to [REDACTED]

Email Created On: [REDACTED] From: To: Subject: [REDACTED] CRM: [REDACTED]
Good Morning [REDACTED] I am going to give you a call later on this new [REDACTED] trial opened. Can you please complete the FLP form for me? [REDACTED] VIN: [REDACTED] Customer: [REDACTED]
Thank you! [REDACTED] [REDACTED] Customer Service Manager | [REDACTED]
eFax: [REDACTED] [REDACTED]

Email Created On: [REDACTED] From: To: Subject: [REDACTED] CRM: [REDACTED]
Good Morning [REDACTED] I am going to give you a call later on this new [REDACTED] trial opened. Can you please complete the FLP form for me? [REDACTED] VIN: [REDACTED] Customer: [REDACTED]
Thank you! [REDACTED] [REDACTED] Customer Service Manager | [REDACTED]
eFax: [REDACTED] [REDACTED]

Customer Says: Cust called in reg [REDACTED], it's been [REDACTED] but never heard any decision yet from [REDACTED]. As per dlr [REDACTED] never call them yet. Per Cust, Dlr Says: n/a [REDACTED] Advised: Informed
cust that I'll get [REDACTED] of the [REDACTED] to contact her within [REDACTED] CONTACT VIA [REDACTED] PHONE: [REDACTED]

Customer Says: Cust called in reg [REDACTED], it's been [REDACTED] but never heard any decision yet from [REDACTED]. As per dlr [REDACTED] never call them yet. Per Cust, Dlr Says: n/a [REDACTED] Advised: Informed
cust that I'll get [REDACTED] of the [REDACTED] to contact her within [REDACTED] CONTACT VIA [REDACTED] PHONE [REDACTED]

[REDACTED] Ext. [REDACTED] OBC to [REDACTED] @ [REDACTED] for [REDACTED]

Ext. [REDACTED] to [REDACTED] @ [REDACTED] Spoke to [REDACTED]. Advised his son and daughter in law were driving and the gas gauge was rapidly declining and lost gas. The vehicle spun [REDACTED] and hit a guardrail. [REDACTED] stated there were [REDACTED]. [REDACTED] advised that the fuel line broke. They could tell it was not tampered with and that it was still all original parts. [REDACTED] advised [REDACTED] would need to work with insurance. [REDACTED] to know if repair is going to be made. [REDACTED] advised would reach out to [REDACTED] and contact [REDACTED]. [REDACTED] asked if [REDACTED] would contact daughter in law [REDACTED].

Ext. [REDACTED] to [REDACTED] @ [REDACTED] Spoke to [REDACTED]. Advised his son and daughter in law were driving and the gas gauge was rapidly declining and lost gas. The vehicle spun [REDACTED] and hit a guardrail. [REDACTED] stated there were [REDACTED]. [REDACTED] advised that the fuel line broke. They could tell it was not tampered with and that it was still all original parts. [REDACTED] advised [REDACTED] would need to work with insurance. [REDACTED] to know if repair is going to be made. [REDACTED] advised would reach out to [REDACTED] and contact [REDACTED]. [REDACTED] asked if [REDACTED] would contact daughter in law [REDACTED].

cust says: i have claim number i have truck failed and i want to speak to someone [REDACTED] has part that failed and we got accident on it. per cust / dealr says: crc advised: [REDACTED] EXT. [REDACTED]:

Ext. [REDACTED] to [REDACTED] LM for [REDACTED] [REDACTED] to [REDACTED] Spoke to [REDACTED]. They took it to [REDACTED]. Said it lost power and caused them to have an accident; it was leaking fuel. Upper fuel filter house had a crack in the cap. The wrecker driver from [REDACTED] took a video of the of the engine. The loss of power because of the crack. The video the [REDACTED] showed the line was not broken in the video. Line was not broken when the truck was taken to [REDACTED]. The repair is not warrantable because the line was broke. Its not defective.

Ext. [REDACTED] to [REDACTED] [REDACTED] [REDACTED]. Was taken to [REDACTED] [REDACTED] [REDACTED] advised that the line they were asking if it was warrantable was not because it was broken somewhere between being taken to [REDACTED] and [REDACTED]. [REDACTED] regaled the story of the accident again and [REDACTED] advised the SM stated the fuel came from crack and not from fuel line. [REDACTED] very upset and says she cannot believe [REDACTED] will not assist. [REDACTED] apologized again and advised the [REDACTED] she will need to work with her insurance company as [REDACTED] not be able to assist. [REDACTED] closing case.

Accident/Unable to Assist

Accident/Unable to Assist

Email Created On: [REDACTED] From: [REDACTED] Email1 (Prod) User To: [REDACTED]
Subject: Document Customer Re-contact activity Completed, CaseNumber: [REDACTED]
CRM: [REDACTED] Document Customer Re-contact activity Completed

Email Created On: [REDACTED] From: [REDACTED] Email1 (Prod) User To: [REDACTED]
Subject: Document Customer Re-contact activity Completed, CaseNumber: [REDACTED]
CRM: [REDACTED] Document Customer Re-contact activity Completed

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: Document Customer Re-contact activity Completed, CaseNumber: [REDACTED] CRM: [REDACTED] Document Customer Re-contact activity Completed

Email Created On: [REDACTED] From: [REDACTED] To: [REDACTED] Subject: Document Customer Re-contact activity Completed, CaseNumber: [REDACTED] CRM: [REDACTED] Document Customer Re-contact activity Completed

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:

PA CODE:

[REDACTED] SALES CODE:

REGION:

ZONE:

VIN: [REDACTED]

MODEL YEAR [REDACTED]

MODEL: [REDACTED] SUPER DUTY MILEAGE [REDACTED]

BODY STYLE: [REDACTED] CREWCAB SRW

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

ADDRESS: [REDACTED]

[REDACTED] COUNTRY: SOUTH LAKE TAHOE | CA | [REDACTED] USA

HOME PHONE [REDACTED]

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: US [REDACTED] NA CRC COMMUNICATION: Web
CASE [REDACTED]: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance |

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] NAME MIDDLE: | |

ADDRESS:

[REDACTED] ZIP COUNTRY: | | |

HOME PHONE:

SYMPTOMS: Safe & Secure | Smoke/Odor | Not Listed | UNKNOWN

ANALYST NAME [REDACTED] OPEN ANALYST NAME: SYSTEM

COMMENTS:

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] SA : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED]
Year : [REDACTED] Make : [REDACTED] Model : [REDACTED] Y Mileage : [REDACTED] Engine Specification : [REDACTED]
Transmission Specification : [REDACTED] Auto warranty Start Date : [REDACTED] Open Recall/FSA : [REDACTED] ESP : NO ESP Hotline Contact : NO CONTACT Warranty History : YES

After further review , Service manager is seeking customer buyback assistance , transferred to customer team . [REDACTED] EXT : [REDACTED]

DXS placed obd call to Service manager advising manager that I would be transferring the case to the customer dept to start buyback process . [REDACTED] EXT : [REDACTED]

[REDACTED] DEALERSHIP Service Manager - [REDACTED] Attempted to contact service manager, was unsuccessful. Per Service manager information on financial assistance requests form. This is a very loyal customer with [REDACTED] he purchases 3 [REDACTED] for his company. He purchased this truck in [REDACTED]. He was driving the vehicle on the highway and it starting leaking fuel all over. Underneath vehicle and all over the top, paint, under the hood. He called Roadside assistance, they couldn't tow it because it was considered hazmat situation. Fire trucks came to clean the fuel. It was towed to the closest dealership which wasn't us. It went to [REDACTED], they found a pinhole leak in Fuel Filter. Was original from factory. They cleaned the truck replaced the filter and he then brought the truck to us because it still smells massively like fuel. You get [REDACTED] from the truck and you smell it. We power washed and cleaned underneath we also cleaned underneath the hood replaced insulation under the hood. Test drove and still has very strong fuel smell coming through the vents and can smell it very strongly outside. The customer does not want this truck. The fuel he states sat on the paint for [REDACTED] before the previous dealership even cleaned or worked on it. I know he doesn't qualify for a Lemon law buy back because its a commercial vehicle but is there a customer assistance buyback to help him? Trying to trade him out of it but even doing a VLA we would have to disclose to the new customer why it got purchased and we wont be able to sell it because of the smell. The customer is threatening an attorney, he is a good customer with [REDACTED] we want to help him.

[REDACTED] CUSTOMER Phone Number - [REDACTED] Fuel spill because of a pin hole leak in the fuel filter. The customer has had a loaner for [REDACTED]. The customer wants to do a buyback on the vehicle. Has never had an issue with the vehicle before. Regular maintenance done. Stated that test drive, vehicle reaps of fuel. Customer does not want vehicle. He fears that there will be some paint issues and other long term issues from the fuel .

[REDACTED] - CXS [REDACTED] ext. [REDACTED]

OBE Customer Good Afternoon Mr. [REDACTED]. Per our conversation [REDACTED] I am supplying you this information because you did not have a pen or paper handy. This is your [REDACTED]. Again, I will be your point of contact with [REDACTED]. My contact information is listed below. I sincerely apologize for the inconvenience that you are experiencing at this time, I will be assisting you with your buyback. I will follow up with on [REDACTED] by end of [REDACTED]. Thank you for being a Loyal [REDACTED] Customer

Sent [REDACTED] an email asking if this is a fleet case or a dealers case. Can we proceed with this matter? The dealership opened the case, and it was forwarded to the [REDACTED] team so that a buyback could be done.

No follow up initiated until I know how to proceed.

OBE Good Afternoon Mr. [REDACTED]. I have processed your buyback request, I will follow up with you in [REDACTED] to provide you with an answer concerning the buyback. I understand that you do not want the vehicle returned to you. I will follow up with you on [REDACTED] by end of business day. I apologize for the inconvenience that your experiencing concerning this matter. Thank you for being a Loyal [REDACTED] Customer

After review; veh does not meet state guidelines for buyback/replacement criteria for MA (state does not cover commercial vehs). Talking Points: - [REDACTED] -Review note in milestone -Focus on getting veh repaired -Open Tech SME Activity for repeat repairs

[REDACTED] Ext. [REDACTED] Dealership Attempted to reach out to the dealership, left voicemail message for a return call. [REDACTED] Customer Left message for customer concerning Buyback. Left contact information. Next Step Speak with dealership and Close case

IBE Customer [REDACTED] a (T.) This is unacceptable. I am unable to park my truck in my own garage due to the fumes still present coming from the vehicle. It has now been [REDACTED] and 25 days since the incident, and this is still unresolved. I had the truck serviced at a [REDACTED] dealership. A [REDACTED] OEM fuel filter (installed by a [REDACTED] tech) caused [REDACTED] of [REDACTED] to cover the entire underside of the vehicle, the entire engine and surrounding bay, the bottom portion of [REDACTED] of the truck, and also the entire tailgate. The truck then sat in the dealer lot for [REDACTED] before being touched. This has compromised the integrity of many components, including the paint. [REDACTED] then put me back into a truck that still had an overwhelming smell of diesel and said "it will go away". Here we are almost [REDACTED] and it has not. In the meantime, my health was compromised by breathing in fumes which they claimed was the chemical used to "clean the air system". I, along with my family, have purchased many vehicles from [REDACTED]. If this is not resolved in an acceptable manner, I will not purchase anything from [REDACTED] the future. Other friends and family who have witnessed my disappointment will see I am dissatisfied with how this was handled and may just do so otherwise. In summary - this matter has affected my use of the truck as well as intended. This was [REDACTED] caused b [REDACTED] products installed by a [REDACTED] tech. I look forward to hearing from you in a timely manner.

██████████ contact the ██████████ again to see if there is anything we can do to get the smell out of the vehicle. The customer is not happy.

██████████ Ext. ██████████ I will be out of the office for the week of ██████████
██████████ DEALER ██████████ Ext. ██████████ from new service manager for ██████████
aware the CXS will be out of office until ██████████ & CXS ██████████ created plan of action to progress the case or close it for the customer -CXs informed ██████████ that from a BB denial, we focus on getting the vehicle repaired; but if the customer would like to pursue any OGC/ Legal, it relinquishes the CXS from the experience -██████████ stated since vehicle has been down ██████████; offer customer a CSAT for Maintenance Warranty for ██████████ coverage, as well as a vehicle payment for being down ██████████ - confirmed customer was only ██████████ from qualifying for a BB; ██████████ will inform customer of his options. CXS set the expectation for management to reach out on behalf of ██████████ to come to a resolution before ██████████ -CXs confirmed ██████████ / VLA assistance will be contingent on the dealership to offer to the customer -██████████ out qualifying ██████████ -vehicle payment (██████████ down) N██████████
STEPS: send email to ██████████ to update the dealer before end of business ██████████

██████████ Ext. ██████████ Dealership Service Manager ██████████
ext. ██████████ This dealer has a new Service Manager, ██████████ suggested we offer him a ██████████ payment if that satisfies him great, and if not we will offer a premium care warranty. He asked if I would agree with this offer. I agreed. with ██████████ he will send me a message through the portal. According to ██████████ Dealer called back to get progression action plan for ██████████ the CXS assigned to the case but she is on vacation until ██████████ and the Service Manager ██████████ would like to progress/close case before then. Please give him a call before the end of business as I did not know how to advise. I have notes in the case.

██████████ Ext. ██████████ Customer N/A ██████████ Dealership left voice mail message for ██████████ the service manager Next: Follow up with the SM

Dealership ██████████ SM: ██████████ going to move forward with the vehicle payment and premium care warranty. He needs the Approval code. CXS started ██████████ is available so I will transfer you to ██████████

██████████ Ext. ██████████ Customer Left voice mail message for customer concerning the offer that he agreed to take concerning the premiumcare - ██████████ and ██████████
██████████ Dealership Spoke with the ██████████ he spoke with the customer and the customer has agreed to take the ██████████ and a ██████████ for ██████████ He is going to take care of the F/A request and I will provide the approval code to him by portal message at SM request. Next: Follow up with approval and upload of the ██████████

*WEB*Thank you!

██████████ Ext. ██████████ Customer Mr. ██████████ Attempted to contact customer, need information for ██████████ I need ██████████ and last name, the vehicle was handled by the dealers team and is listed under ██████████ This is my ██████████ Dealership N/A Next: F/U with customer/Service Manager - ██████████ payment and an ██████████

██████████ Ext. ██████████ CASE ██████████ ██████████ N██████████ STEP;
CLOSE CASE

██████████ Ext. ██████████ Have not received any response from customer, processed ██████████ P with information from dealership. Customer has not forwarded the payment information.

CASE ATTACHMENTS:

[REDACTED]

[REDACTED]

[REDACTED]

Deal Number:		14) Extended Warranty:	
1) Contract Date:		15) Gap 1:	\$ 800.00
		16) Maintenance Plan:	
2) Fin Inst:	FORDN	17) (W) Fees/Options:	\$
3) Cust Name:	BOBS TIRE CO INC	18) (W) Taxes:	\$ 2,629.63
4) Stock Number:		19) APR:	8.99%
5) Cash Price:		20) Term:	72
6) We Owe Items:	\$	21) Days To Payment:	45
		22) 1st Payment Date:	11/15/18
7) Rebate:		23) Monthly Payment-->:	\$ 826.46
8) Deposit:		Sale Subtotal:	\$ 41,512.75
9) Cash Down:	\$	Total Financed:	\$ 45,
10) Trade Allowance:	\$	Finance Charge:	\$
		Total Other Charges:	

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] SALES CODE [REDACTED] REGION: [REDACTED]

VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE: 12

BODY STYLE: [REDACTED] CREWCAB SRW

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

ADDRESS: [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:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Cust says: [REDACTED], problem with truck. have it with dlr for fuel leak on top of the engine. As per cust/dlr advised: Something needs to be done. I have to pay for what needs to be done on truck & called fmc CRC Advised: [REDACTED] 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. [REDACTED] D truck will call you back anytime on [REDACTED]. closing at [REDACTED] your case number is [REDACTED]

Case Number : [REDACTED] Customer : [REDACTED] Phone : [REDACTED] Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 84 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] 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 : [REDACTED] E Hotline Contact : [REDACTED] Warranty History : [REDACTED]

[REDACTED] C to dealership to get an update and verify if [REDACTED] and [REDACTED] has been performed on the [REDACTED]. left a VM. Next steps To call back [REDACTED]

[REDACTED] C to dealership. spoke with a SA who says [REDACTED] H is not at the dealership and put me on hold for the SA handling this case. left a VM. [REDACTED] to customer to let him know I was working on the case and he says he has a relatively a new truck with [REDACTED] on it. The engine is leaking and dealership says the fuel injection needs to be cleaned out. picked the [REDACTED] from the dealership and paid [REDACTED] out of pocket. customer does not think he should pay cause the truck is under warranty. Advised that I would get an update from the dealership and call back [REDACTED] Next steps To call back dealership [REDACTED] for an update on [REDACTED] concern

*WEB*CUSTOMER BROUGHT [REDACTED] HICLE IN WITH [REDACTED] FOR FUEL LEAKING. FOUND FUEL LEAKING FROM THE SECONDARY FILTER. THE FUEL FILTER WAS CLOGGED WITH DEBRIS FROM POOR QUALITY FUEL. FUEL FILTERS ARE A MAINTENANCE ITEM, NOT COVERED BY WARRANTY.

[REDACTED] C to dealership. spoke with SM([REDACTED]) who says [REDACTED] has been fixed and not at the dealership. Concerns were maintenance items and not covered under warranty as per portal message. [REDACTED] to customer. left a VM. Next steps -To call back the customer on [REDACTED] at 8.30pm to advise warranty denial using KB verbiage. -close case

CUST SAY'S: Cust called in asking for an update on the case [REDACTED] SAY'S: CRC SAY'S: when i said that there's a schedules ff up on [REDACTED] he suddenly hung up

[REDACTED] to customer to advise warranty denial . left a VM. To call back [REDACTED]

[REDACTED] to customer and advised warranty denial as per KB verbiage. Next steps To close case

CASE ATTACHMENTS:

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*WEB*Reviewed case please close to case resolved

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 DRW
LAST NAME [REDACTED] MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
[REDACTED] COUNTRY: [REDACTED] - I [REDACTED]
HOME PHONE [REDACTED]

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

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

COMMENTS:

[REDACTED] BCM: [REDACTED] CUST SAYS: I have [REDACTED]. It's currently at the shop. I received phone call from them and recommended me to call you guys to possible to help me with the repair issues. The tank is leaking. This is the [REDACTED] I took it in for this issue. There is water leak that gets into interior from overhead and there if fuel leak in the engine. It's been in the shop and I need rental. PER CUST, [REDACTED] SAYS: They are asking me to pay [REDACTED]. They told me to call you. [REDACTED] 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].

[REDACTED] CXS - [REDACTED] EXT [REDACTED] OBC - Spoke with [REDACTED] and she informed me that [REDACTED] is the one handling this case and she is not in at the moment. I gave [REDACTED] my direct contact info to relay to [REDACTED] and I will await her call. Next [REDACTED] - F/U with customer and advise that I have made contact with the dealer and we are working to get this case resolved. Ref: KB article (Repair Assist Call Handling)

[REDACTED] CXS - [REDACTED] EXT [REDACTED] - Spoke with [REDACTED] and he informed me that his fuel filter housing busted and soaked the engine, also there was leakage through the console and sunroof. His truck has been at the dealer for [REDACTED] now and he has [REDACTED] and a [REDACTED] veh. He is requesting a loaner or rental for his family while his truck is being repaired. Next [REDACTED] - F/U with [REDACTED] at the dealership by end of business today to find out the diagnosis and to see if a rental is supplied for [REDACTED].

[REDACTED] CXS - [REDACTED] EXT [REDACTED] - From [REDACTED] and she informed me that [REDACTED] repairs are not covered under warranty but is a loyal [REDACTED] Owner and have bought several vehicles through [REDACTED]. His loyalty score is: [REDACTED]. Next [REDACTED] - Will contact [REDACTED] and see if we can help financially on his repair. Start Financial assist. Parts = [REDACTED] Labor = [REDACTED] (warranty Rate) Total = \$2621.00

[REDACTED] CXS - [REDACTED] EXT [REDACTED] - Spoke with [REDACTED] and advised that [REDACTED] will cover [REDACTED] of the repair cost [REDACTED] and he is responsible for [REDACTED]. Customer was satisfied with that. Next [REDACTED] - contact [REDACTED] with [REDACTED] and advise that [REDACTED] will cover [REDACTED] of the cost. Set F/U with [REDACTED] for [REDACTED] before the end of business to verify that he is satisfied with his repairs.

[REDACTED] CXS - [REDACTED] EXT [REDACTED] - Spoke with [REDACTED] and advised that [REDACTED] will cover [REDACTED] and the customer is responsible for [REDACTED] of the repair cost. I also advised that I will set a f/u on Saturday [REDACTED] to verify that repairs are complete. Next [REDACTED] - F/U on [REDACTED] with [REDACTED] [REDACTED]

[REDACTED] *WEB*WHAT DEALER CODE WAS USED IN THIS APPROVAL, WE HAVE HAD ISSUES, AGENTS HAVE BEEN USING OUR SECONDARY CODE FOR APPROVAL AND THEY FAIL

[REDACTED] CXS - [REDACTED] EXT [REDACTED] - Spoke with [REDACTED] with [REDACTED] and he advised me that Mr. [REDACTED] truck is ready for pickup. I called [REDACTED] and lvm that he can pickup his truck asap. Next [REDACTED] - Scheduled F/U on [REDACTED]

[REDACTED] CXS - [REDACTED] EXT [REDACTED] - To [REDACTED] and [REDACTED] for him to advise him that his truck is ready for p/u. I also advised that I will be closing this case but if he has any more trouble, that he can give the case# to reopen. I also called [REDACTED] with [REDACTED] and she advised that [REDACTED] has indeed picked up his truck. Case Closed

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: [REDACTED] CLOSED [REDACTED] BUSINESS [REDACTED] T 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]
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]

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

[REDACTED]

Best Contact : [REDACTED] Time : Anytime Cust Said: the veh ash been drop of at the dlr since [REDACTED]
its leaking fuel from the top side of the Motor and also to check all the recalls on the veh. I'm calling in to
request for reimbursement for the loaner as the dlr told me to call [REDACTED] I went top enterprise the cost of rent
is [REDACTED] Dlr Said : N/A [REDACTED] Advice : 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.
Seen LTV: 89 at customers profile.

[REDACTED]

APPROVED TO ESCALATE TO [REDACTED] TEAM

[REDACTED]

*WEB*CUSTOMER CAME HERE FILLED OUT DROP NOTE OVERNIGHT ON [REDACTED] WE
CLOSED [REDACTED] WROTE UP [REDACTED] CUSTOMER NEVER BEEN HERE BEFORE-WE
FOUND CRACKED FUEL FILTER-POSSIBLY FROM OUTSIDE SOURCE TRYING TO REMOVE AND
REPLACE BY CUSTOMER OR ANOTHER GARAGE. CUSTOMER APPROVED US TO REPLACE THE
FUEL FILTER. CRACK WAS AT THE HOUSING. VEHICLE HAS [REDACTED] AND FILTERS ARE
MAINTENANCE REQUIREMENTS. WE PERFORMED A RECALL ON THE SAME [REDACTED] VEHICLE HAS
BEEN DONE AND INVOICED [REDACTED] AND CUSTOMER STILL NOT
PICKED UP HIS VEHICLE. CUSTOMER HAS CHECK [REDACTED] LIGHT ON AS WELL, BUT DECLINED
DIAGNOSIS. VEHICLE OUT OF WARRANTY. SUSPECT EITHER CUSTOMER OR PRIVATE MECHANIC
TRIED TO REPLACE FUEL FILTER AND CRACKED THE HOUSING.

[REDACTED]

*WEB*SORRY, FORGOT TO ADD THAT THESE FUEL FILTERS SEPARATE WATER AS WELL. IF
CUSTOMER DOES NOT CHANGE FILTER PER MAINTENANCE SCHEDULE IT ALSO CAN CRACK
FROM FREEZING. EITHER WAY, VEHICLE IS FIXED. WE HAVE SEEN THIS FROM [REDACTED] CAUSES.

[REDACTED]

Case Number : [REDACTED] Customer : [REDACTED] Phone : [REDACTED] Home
Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : [REDACTED] Vehicle Purchase Status : Original Owner [REDACTED] Credit
Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : [REDACTED] P&A : [REDACTED] Dealer phone : [REDACTED]
[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]) Warranty Start Date : [REDACTED] Open Recall/FSA : [REDACTED] EMISSION
WARRANTY PARTS COVERAGE [REDACTED] DOOR LATCH FREEZING CONCERNS [REDACTED]
BLOCK HEATER WIRE ASSEMBLY - WATER INTRUSION OR CORROSION [REDACTED] BLOCK
HEATER CORD REPLACEMENT [REDACTED] ESP : NO ESP INFORMATION AVAILABLE Hotline Contact : [REDACTED] Warranty
History : NO RECENT REPAIR HISTORY ON VEHICLE

[REDACTED]

obc to service no one was available. [REDACTED] @ Customer Relationship Center – Truck Team
[REDACTED] Office: [REDACTED] ext. [REDACTED]
10PM CST (On [REDACTED])

[REDACTED]

OBC to cust left vm [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED]
[REDACTED] Office: [REDACTED] ext. [REDACTED] 10PM CST (On [REDACTED])

[REDACTED]

obc to dealer service is closed for the evening [REDACTED] @ Customer Relationship Center –
Truck Team [REDACTED] Office: [REDACTED] ext. [REDACTED] Thur
[REDACTED] (On [REDACTED])

[REDACTED]

obc to service closed for the evening [REDACTED] @ Customer Relationship Center – Truck
Team [REDACTED] Office: [REDACTED] ext. [REDACTED]
[REDACTED] (On [REDACTED])

[REDACTED]

obc to service [REDACTED] leak on top of engine caused by cracked fuel filter. paid [REDACTED]
[REDACTED] @ Customer Relationship Center – Truck Team [REDACTED]
Office: [REDACTED] ext. [REDACTED] (On [REDACTED])

[REDACTED]

obc to cust He is refusing assistance. Said not to call anymore... closing out case

[REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: ██████████ STATUS: Resolved
OPEN ██████████ CLOSED ██████████ BUSINESS UNIT NAME ██████████
RESPONSE TEAM: Dealer NA US COMMUNICATION: Phone
CASE ██████████: Vehicle Concern | FIN Assist Request | CCT Criteria |

DEALER NAME ██████████
CODE: ██████████ SALES CODE: ██████████ REGION: ██████████
VIN: ██████████ MODEL YEAR ██████████ MODEL: ██████████ MILEAGE ██████████
BODY STYLE: ██████████ CREWCAB SRW
LAST NAME ██████████ MIDDLE: ██████████
ADDRESS: ██████████
COUNTRY: ██████████ S | ██████████ | ██████████
HOME PHONE ██████████

SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak
ANALYST NAME ██████████ OPEN ANALYST NAME ██████████
COMMENTS:

██████████ CONTACT VIA: ██████████ Best time to call: Anytime CUST SAYS: His ██████████ shut off ██████████. They fixed it to the dealership under warranty. Replaced some parts. The sensor is broke and take a ██████████ but ██████████ he noticed when he stopped in the gasoline station he saw leak from the compartment and smell gas. Took to the dealership. It's a cracked secondary fuel holder. The holder of the fuel filter. It's the same problem. They are paying for the hotel and the rental vehicle. Asking financial assistance from ██████████. PER CUST, ██████████ SAYS: They don't want to cover it under warranty. ██████████ ADVISED: I will escalate your case/request to our ██████████ Customer ██████████ Manager who works daily with your dealership's management team. The ██████████ Customer ██████████ Manager has access to all ██████████ resources and will use these resources to assist you and your dealership regarding your situation. The ██████████ Customer ██████████ 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 ██████████ Manager within ██████████. The case number that I have established for you ██████████ is ██████████.

██████████ Please disregard the ██████████.

██████████ CONTACT VIA: ██████████ Best time to call: Anytime CUST SAYS: His ██████████ shut off ██████████. They fixed it to the dealership under warranty. Replaced some parts. The sensor is broke and take a ██████████ but ██████████ he noticed when he stopped in the gasoline station he saw leak from the compartment and smell gas. Took to the dealership. It's a cracked secondary fuel holder. The holder of the fuel filter. It's the same problem. They are paying for the hotel and the rental vehicle. Asking financial assistance from ██████████. PER CUST, ██████████ SAYS: They don't want to cover it under warranty. ██████████ ADVISED: Thank you for reaching out to ██████████ 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 ██████████.

██████████ Please disregard this case. It should be US ██████████ truck. Reported to ██████████.

██████████ Additional notes: The new case number is ██████████.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
RESPONSE TEAM: [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] SUPER DUTY MILEAGE [REDACTED]

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

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

ANALYST NAME: # fordprodprojectadvocate

OPEN ANALYST NAME [REDACTED]

COMMENTS:

CONTACT VIA: [REDACTED] Best time to call: Anytime CUST SAYS: His [REDACTED] shut off [REDACTED]. They fixed it to the dealership under warranty. Replaced some parts. The sensor is broke and take [REDACTED] but [REDACTED] he noticed when he stopped in the gasoline station he saw leak from the compartment and smell gas. Took to the dealership. It's a cracked secondary fuel holder. The holder of the fuel filter. It's the same problem. They are paying for the hotel and the rental vehicle. Asking financial assistance from [REDACTED] PER CUST. [REDACTED] SAYS: They don't want to cover it under warranty. [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]

Case Number : [REDACTED] Customer : [REDACTED] Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 88 Vehicle Purchase Status : Original Owner
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] T/C DSL Transmission Specification : [REDACTED]
Warranty Start Date : [REDACTED] Open Recall/FSA : [REDACTED] ESP : NO Hotline Contact : NO Warranty
History : YES

OBC to dlr left vm for service department to return agent's callback on [REDACTED] [REDACTED] contacted cust to discuss case details & cust stated that the vehicle concern statement is not correct. Cust stated that it wasn't just a LEAK cust states it was DIESEL FUEL everywhere to the point vehicle almost started a fire at a gas station while cust was traveling. Cust is very upset that his parents were in the vehicle when this occurred. Agent advised cust of process plus advised cust that HOTEL will be refunded plus ([REDACTED]) days of rental will be refunded. Cust also states vehicle has been repaired but his vehicle has DIESEL FUEL all over his truck & cust wants his vehicle cleaned up. [REDACTED] emailed cust with the necessary documents needed plus when next follow-up on [REDACTED] to continue providing assistance. [REDACTED] @ Customer Experience Specialist – [REDACTED] office: [REDACTED] ext. [REDACTED]

OBC to dlr but dlr was currently closed so agent on the case emailed [REDACTED] M to return agent's callback with details. [REDACTED] contacted cust to provide an update that agent has not heard from dlr yet. Cust stated that dlr contacted cust after agent did on [REDACTED] advising cust that vehicle has been repaired & cust needs to pay for loaner vehicle. Agent advised cust to email hotel invoice & repair invoice due to cust is picking up vehicle on [REDACTED] Will follow-up with cust on [REDACTED] to discuss refunds. [REDACTED] @ Customer Experience Specialist – [REDACTED] office: [REDACTED] ext. [REDACTED]

[REDACTED] S on the case emailed [REDACTED] whom emailed agent on the case that service manager was in the hospital & dlr confused on why cust created this case. Agent emailed dlr back stating that agent needs to refund cust hotel fees & agent needs new RO to refund the cust. [REDACTED] contacted cust to update that agent is still waiting on dlr to provide necessary information. Agent will follow-up with dlr on [REDACTED] & follow-up with cust on [REDACTED] @ Customer Experience Specialist – [REDACTED] office: [REDACTED] ext. [REDACTED]

[REDACTED] emailed dlr due to dlr is currently is closed. Agent received email back from [REDACTED] to return callback. [REDACTED] S contacted dlr spoke with [REDACTED] whom advised that cust picked up vehicle on [REDACTED]. Agent needs RO information from dlr so agent on the case can refund the cust hotel costs & repair cost due to repeated issue. [REDACTED] asked agent to email her with information needed & will follow-up on [REDACTED]. Agent also received another email that dlr contacted cust to update that we are assisting each other on behalf of the cust. [REDACTED] @ Customer Experience Specialist – [REDACTED] office: [REDACTED] ext. [REDACTED]

OBC to cust to advise cust that [REDACTED] will be refunding hotel cost & the repair cost due to cust's vehicle broke down while cust was traveling out of town with his parents. Per supervisor's approval Mr. [REDACTED] a SAFETY NET refund will go to the cust. [REDACTED] contacted dlr spoke with [REDACTED] to create (2) new RO's to process refund for repairs & hotel. [REDACTED] will email RO information once warranty administrator comes into the office to assist the SM with invoice. Will follow-up on [REDACTED] @ Customer Experience Specialist – [REDACTED] office: [REDACTED] ext. [REDACTED]

Safety Net approval due to the customer was out of town and experienced a diesel fuel everywhere to the point the customer's vehicle almost caught on fire at the gas station. [REDACTED] @ Customer Experience Operations Supervisor, [REDACTED] team [REDACTED] office: [REDACTED] ext. [REDACTED]

[REDACTED] C to cust to update cust on refunds but cust's vm was full so agent on the case emailed cust the update instead. [REDACTED] will follow-up with cust concerning approval on refunds on [REDACTED] @ Customer Experience Specialist – [REDACTED] office: [REDACTED] ext. [REDACTED]

C to cust advising that agent can not process refund for HOTEL FEES when cust's vehicle broke down out of state. Agent on the case also advised cust that if cust does not provide accurate hotel information case can not stay open due to vehicle has been repaired & picked up on [REDACTED]. Dlr provided RO information for refund of fuel filter & agent contacted hotel for receipt for hotel fees. Approval code: [REDACTED] =fuel filter Approval code: [REDACTED] =HOTEL FEE Agent emailed dlr with approval code for hotel & the invoices. Will follow-up on [REDACTED]. Case needs to be closed once checks have been received. [REDACTED] @ [REDACTED] Customer Experience Specialist - [REDACTED] CRC [REDACTED] office: [REDACTED]

C to cust [REDACTED] did not answer and mailbox was full. I will email cust to ask if he has received check. NEXT STEPS: Email cust [REDACTED] @ [REDACTED] office: [REDACTED]

EMAIL TO [REDACTED] Mr. [REDACTED] This is [REDACTED] from [REDACTED] in regards to your case. I know you were working with [REDACTED] but she had a family emergency so I will be your new customer experience specialist. I just wanted to check and see if you had received your payment yet? If you have any questions or concerns please let me know. My information is in my signature below. Thank you. [REDACTED] @ [REDACTED] Customer Relationship Center - Truck Team [REDACTED] office: [REDACTED]

C to cust [REDACTED] did not answer and mailbox was full. I will email cust to ask if he has received check. NEXT STEPS: Email cust [REDACTED] @ [REDACTED] Customer Relationship Center - Truck Team [REDACTED] office: [REDACTED]

EMAIL TO [REDACTED] again, This is [REDACTED] from [REDACTED] in regards to your case. I wanted to make sure you had received your reimbursement check yet. I will try and call you back [REDACTED] I do not hear back I will be resolving the case. You will be able to reopen it within [REDACTED] If you have any other questions or concerns please let me know. Thank you. [REDACTED] @ [REDACTED] Customer Relationship Center - Truck Team [REDACTED] office: 866-[REDACTED]

EMAIL TO [REDACTED] I will get in touch with you on [REDACTED] @ [REDACTED] Customer Relationship Center - Truck Team [REDACTED] office: [REDACTED]

C to cust [REDACTED] stated that he does not know if he has received the check because he is out of town. He stated that he will probably be back on the weekend so I will [REDACTED] NEXT STEPS: [REDACTED] @ [REDACTED] office: [REDACTED]

C to cust [REDACTED] stated that he has received the check. I advised that I would resolve the case and he can call me if he has any other concerns in the future. NEXT STEPS: resolve case [REDACTED] @ [REDACTED] office: [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] 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]
ADDRESS: [REDACTED]
[REDACTED] COUNTRY: GLENDALE | CA [REDACTED]
HOME PHONE [REDACTED]

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

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

COMMENTS:

[REDACTED] CONTACT [REDACTED] PHONE BEST TIME TO CALL CUST BACK: ANYTIME [REDACTED] CUST
SAYS: Cust called in asking repair cost assistance, drop off my truck at the [REDACTED] dir, it should be under
warranty, fuel filter cap is broken, theres crack on top of it, theres visible fuel leak spraying when you turn on
the engine, we dont touch it, we didnt replace the filter cap, cust said hes the original owner.i need my veh its
my work veh, and its just staying there. PER CUST/ [REDACTED] SAYS: dlr says that its not under warranty said that
i did, and charging me [REDACTED] they said its to too tight and now hes saying i lean on it. 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]
G [REDACTED]

[REDACTED] CONTACT [REDACTED] PHONE BEST TIME TO CALL CUST BACK: ANYTIME [REDACTED] CUST
SAYS: Cust called in asking repair cost assistance, drop off my truck at the [REDACTED] dir, it should be under
warranty, fuel filter cap is broken, theres crack on top of it, theres visible fuel leak spraying when you turn on
the engine, we dont touch it, we didnt replace the filter cap, cust said hes the original owner.i need my veh its
my work veh, and its just staying there. LTV SCORE [REDACTED] CUST/ [REDACTED] SAYS: dlr says that its not under
warranty said that i did, and charging me [REDACTED] they said its to too tight and now hes saying i lean
on it. 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] C to cust-Adv [REDACTED] will contact the [REDACTED] concerning the repair costs and labor. Cust stated that he
has a leak while driving and stated that the fuel filter cap, cust stated the [REDACTED] told him that someone
tightened the fuel cap and caused it to break, [REDACTED] is blaming cust [REDACTED] damages. Cust has had ongoing issues
with serv dept at [REDACTED] reached out to the cust stated that he will attempt to fix it, Says he spoke to
[REDACTED] mgr, says he prefers [REDACTED] for oil change repairs and his last oil change was [REDACTED]
Next step-Contact [REDACTED] R to get the repair/ labor costs for fin assist request [REDACTED] @ Customer
Relationship Center – Truck Team [REDACTED] office: 866-
[REDACTED] ext. [REDACTED] until [REDACTED]

[REDACTED] to [REDACTED] Contacted [REDACTED] concerning Financial assist request info for repair, [REDACTED] with [REDACTED] and the
part/repair costs are being covered. Vehicle should be repaired by [REDACTED] Next steps-Adv cust that I will
contact him on [REDACTED] to check for the status of repairs and then I will close the case if there's no concerns are
present [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED]
[REDACTED] office: [REDACTED] ext. [REDACTED] until [REDACTED]

[REDACTED] C to cust-Av cust that the parts/repairs are being covered by the [REDACTED], adv cust that callback on [REDACTED] and
will close the case if the repairs are resolved [REDACTED] @ Customer Relationship Center – Truck
Team [REDACTED] office: [REDACTED] ext. [REDACTED]
[REDACTED] until [REDACTED]

[REDACTED] Inbound call from customer, advised the parts/repairs are covered by the dealer but customer has some
additions concerns to discuss with you. Please call him at [REDACTED]

[REDACTED] from [REDACTED] The dealer called the customer about a fuel leak and they fixed the problem. The
parts have to be cleaned or replaced. Customer is wanting the engine cleaned to get the approval for this and
it will be additional charges to the customer. [REDACTED] @ Customer
Relationship Center – Truck Team CXS [REDACTED] office: [REDACTED]
[REDACTED] Hours [REDACTED] CST elax. [REDACTED]

[REDACTED] C to [REDACTED]-cust is out of warranty for the engine repair. The shield has to removed& the cab has to be off
to remove the shields. [REDACTED] stated that she shields were soaked with gas which can cause a fire. Submitting fin
assist request due to the cust being at a LTV of 93. [REDACTED] will cover [REDACTED] APPROVAL CODE-
[REDACTED] parts- [REDACTED] Repair order number- [REDACTED] date [REDACTED]
Service adv- [REDACTED] Line - [REDACTED] Part number(s)- [REDACTED]
[REDACTED] hC3Z9F460A- [REDACTED]
[REDACTED] TRANS FLUID- [REDACTED]

[REDACTED] C to cust-Adv cust of approval amount [REDACTED]. Cust stated that the parts/ repairs will take [REDACTED] to
complete. Adv that I have already spoken to serv [REDACTED] Next steps-Contact the cust on [REDACTED] to check for status of
repairs and possibly close the case [REDACTED] @ [REDACTED] Team
[REDACTED] office: [REDACTED] ext. [REDACTED] until [REDACTED]

[REDACTED] sent to [REDACTED]. Below is the approval code for the repair for this customer. If you need any additional
assistance, please give me a call at the number listed below. Thank you for being apart of the [REDACTED] family.
Approval code- [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED]
[REDACTED] office: [REDACTED] ext. [REDACTED] until [REDACTED]

[REDACTED] C to cust-Cust stated that the repairs would be completed on [REDACTED]. Will check back on [REDACTED] Next step-
Close case [REDACTED] @ Customer Relationship Center – Truck Team [REDACTED]
[REDACTED] office: [REDACTED] ext. [REDACTED] until [REDACTED]

from cust. Cust is having a problem with the dlr. They promised the truck would be ready and when he called nobody answered. When he went in the SM told him the wrong part came in. They received the part on Wednesday and he is mad because they didn't tell him sooner. He stated that he would never buy a Ford again because of the dlr. Team CXS

office: 8:30 pm CST

C to Vehicle repairs have not been completed, says that the tech, transferred call, left message. Now calling 2 POC number for assistance. No answer, left message. Next steps- Adv cust that I will set up an ESP due to the wrong part being ordered, and that I have not received any update concerning the repairs being completed. Cust stated that the ordered wrong part, and that the repairs may be completed. will recontact for update. Customer Relationship Team office:

to Checking on status of repairs, no answer, no message at service, contacted Parts dept for assistance. Spoke with the part has been ordered but not received, and that the part is correct, but there is an additional part that has been ordered with no ETA. R is generating a order status PACO ticket for escalation and will email me back concerning the ticket number. For some reason, PACO is not allowing the rep to create a PACO ticket. Gave contact info and email. Next steps-Contact for parts sme info C to cust-Adv cust that part is correct and that I will escalate this issue once I hear back from parts dept

office: Team Receive email from parts dept. Hello, all the shield's are here, we just waiting for a sensor, but i available to pick up one. it will be here. C to cust-Adv cust of ETA for part on, will contact back to check status. EXT C to Center - Truck Team office:

to Contacted to check on status of repairs, vehicle should be repaired. Next steps- Contact cust C to cust-Adv cust that the repairs will be completed and that I will be in contact after the repairs have been completed to check if satisfactory. Adv cust that I will follow upon office: Team

to Checking to see if the repairs have been completed, serv adv is unavailable, will leave message. Next steps- Recontact serv adv on cell. office: Team

to No answer from, keeps placing me on hold. C to cust- Stated that he went by the and the vehicle was on a jack being repaired. Stated that he has not heard from the since. Next steps-Contact the general manager to get an update. to -Was placed on hold again, will send portal message and contact service manager. C to serv mgr-Left message for callback. Left another message for service advisor. office: Team

from Stated that they were still waiting for parts, I adv that the parts have already been received, R stated that they are still repairing the vehicle, and the service rep will contact the cust. Next steps- Contact cust C to cust-Adv cust that the serv adv will contact him, and that if the vehicle is not repaired by that we can try another R since the repairs are taking longer. Customer Relationship Center - Truck Team office:

to Checking on status of repairs, vehicle is not finished as of yet but vehicle should be finished by Customer has been notified. Next steps-Recontact cust and on office: Customer Relationship Center - Truck Team

to Checking for status of repairs and if the repairs have been completed as of and the cust has been notified to pick up the vehicle. Spoke with. Next steps-Check for satisfactory repairs and close case C to cust-Checking to see when the cust will be picking up his vehicle and I adv that I will callback on to check for satisfactory repairs and will close case. Customer Relationship Center - Truck Team office:

Case Number : Customer : Business Phone : Home Phone : Mobile Phone : LTV Score : 93 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : Part Number : N/A Dealer Name : Dealer P&A : Dealer phone : VIN : Year : Make : Model : F-SERIES SUPER DUTY Mileage : Specification : HPCR v8 /C DSL Transmission Specification : 6 SP AUTO TRANS /PLG DSL Warranty Start Date : Open Recall/FSA : ESP : N/A Hotline Contact : N/A Warranty History :

Completed ESP for cust- PremiumCARE 75,000 Policy Within Bumper to Bumper Case number-Case Number: office: Team

C to cust-Checking to see if the cust has picked up his vehicle from. Cust is now stated that he is having the violent shaking issue and that the may have attempted to repair it, but he was unsure if the repairs have been addressed. I adv that if the problem occurs again, that he can contact us back. Also adv of ESP plan and sent brochure via email. Next steps-close case. Customer Relationship Center - Truck Team office:

from cust-Cust stated that the repairs are not satisfactory, and that the insulation pad under the hood is fired was diesel, adv cust that we will need to get the vehicle to another and he will need to set an appt to bring the vehicle in. I will also contact the for repair history info. Next Steps-Contact new. office: Team

from cust-Cust stated that the repairs are not satisfactory, and that the insulation pad under the hood is fired with diesel, adv cust that we will need to get the vehicle to another and he will need to set an appt to bring the vehicle in. I will also contact the R for repair history info. Next steps-Contact cust on to check for appt status at. Customer Relationship Center - Truck Team office:

Open date- Mileage- part number labor
total @ Customer Relationship Center - Team
office: until

****safety net*** original owner will cover this repair at) no additional FA for
this VIN deb lively

C to Spoke with adv R of approval code for cust and also adv that amount the cust will have to
pay, and that the repairs did not resolve the issue and the cust will need to bring the vehicle back. Went over
RO info and ro has been updated. is the contact number for serv adv
Next steps-Adv cust that the vehicle will need to go back to the R to have the vehicle repaired and that he
will have to pay the remaining bal for the repairs. to cust- Customer does not want to pay the remaining
the repairs and wants to contact a lawyer, closing case after speaking to concerning the cust not wanting
to pay remaining bal. to Adv R that will pay the full amount towards the repair and that
will close the case as the repairs have been completed. -sent email to
serv mgr concerning the amount. Next steps-Adv cust that the amount has been paid in full but will be
closing the case. ® Team
Armstrong office: until

Case Number : Customer : Business Phone :
Home Phone : Mobile Phone : Score : 93 Vehicle Purchase Status : Original
Ownr Credit Contract Number : Part Number : N/A Dealer Name : Dealer P&A :
Dealer phone : VIN : Year : Make : Model :
Mileage : Engine Specification : HPCR V8 T/C DSL Transmission Specification : 6 SP AUTO
TRANS (-LG DSL Warranty Start Date : Open Recall/FSA : ESP : 60/75K
PREMIUMCARE W/ ROADSIDE Hotline Contact : N/A warranty History :
®

C to warranty admin-Approval code is not working, adv to recheck code after RO update and also adv WA
that a new RO may have to be generated if the code is not working. adv that he will follow up with me and
will retry again. If code does not work, I will contact the to have new RO opened. Next steps-Contact
on for a new RO to be updated. ® Customer Relationship Center -
Team office: until

**Resctivated case due to approval code error. Will re-close case after new RO has been opened by
possibly** ® Team
office: until

to Spoke with and serv adv adv that I will need a new RO opened since the
completed RO and approval code is not working for the warranty admin, he state dthat he will get in touch
with the warranty admin and will follow u with me once he is able to speak with her. ®
Customer Relationship Center - Team
office: until

C to Spike with , he stated that he will contact me back once he speaks with the warranty
admin. I adv that the new RO has to be opened, but the does not want to start a new RO. Next steps-
Close case until contacts us ® Customer Relationship Center - Team
office: until

C to WA for Gave approval code- Next steps-Close case ®
Customer Relationship Center - Team
office: until

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
RESPONSE TEAM: US [REDACTED] NA [REDACTED] COMMUNICATION: Phone
CASE CLASS LV [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] 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:

BCM: [REDACTED] Husband [REDACTED] Says: cust reported that he got a [REDACTED]. Custs reported that there's an diesel leak on the ven and he took it to the dlr. The dlr is asking [REDACTED] have the issue fix. Per Customer Dealer says: The dlr is asking [REDACTED] have the issue fix. Crc Advise: 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]. educate cust about the recall's [REDACTED] UNINTENDED TAILGATE OPENING [REDACTED] DAYTIME RUNNING LAMP FUNCTION [REDACTED] CARPET SHIELDING AND INSULATION REWORK [REDACTED]

EXT: [REDACTED] from cust [REDACTED] to inquire about open case. Advised cust that agent assigned to case is out of office on [REDACTED] and [REDACTED]. Cust stated that he wants his vehicle repaired [REDACTED] and said he doesn't want to wait until [REDACTED] to speak with someone about his concern. Gathered info regarding case, cust states the fuel filter split open and he has a leak because of this issue. He states that he had the vehicle towed to the dlr ([REDACTED]) ([REDACTED]) and the vehicle is currently still there. -Dlr stated they wont replace the filter for free and charged cust [REDACTED] repair. -Cust is in B2B warranty -Next scheduled mileage to replace filter according to maintenance schedule is [REDACTED]. Vehicle is currently at [REDACTED]. -Also inquired about other issues he mentioned to the dealer as well and wants to know if these were addressed also: Bluetooth sync off and passenger side door handle(seal coming off), and a message stating that the front radar is off. -Advised cust that I would contact the dlr on his behalf and inquire about whats going on regarding repair and repair costs and contact him back. [REDACTED] Customer Relationship Center - Truck Team [REDACTED]

EXT: [REDACTED] Case Number: [REDACTED] Customer: [REDACTED]
Business Phone: [REDACTED] Home Phone: [REDACTED] Mobile Phone: N/A LTV
Score: 92 Vehicle Purchase Status: Original Owner [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] Mileage: [REDACTED] Engine
Specification: [REDACTED] I/C DSL Transmission Specification: [REDACTED] AUTO TRANS ([REDACTED]) -GL DSL
Warranty Start Date: [REDACTED] Open Recall/FSA: [REDACTED] DOOR LATCH FREEZING
CONCERNS: [REDACTED] UNINTENDED TAILGATE OPENING, [REDACTED] DAYTIME RUNNING LAMP FUNCTION,
[REDACTED] CARPET SHIELDING AND INSULATION REWORK [REDACTED] N/A Hotline Contact: N/A Warranty
History: N/A

EXT: [REDACTED] C to cust on home and cell. Left a voicemail on cell stating that I have not reached [REDACTED] at the dlr but I have sent an email over stating that the cust wants to proceed with the repair process. Also stated that because it is the end of [REDACTED] on [REDACTED], his assigned [REDACTED] agent will pick up [REDACTED] UPDATE: Called dlr back to speak with [REDACTED] and she said she can have the vehicle serviced for the fuel filters [REDACTED] but the remaining repairs will take [REDACTED] dsys. - Left a vm for cust stating updated information. [REDACTED] Customer Relationship Center - Truck Team [REDACTED]

[REDACTED] I was able to contact the s/a [REDACTED] and she informed me that the customers parts will be in [REDACTED] the truck should be ready for release on [REDACTED]. I will contact the [REDACTED] to make sure the parts have made it to the dlr. NEXT STEP: contact dlr and follow up with customer. [REDACTED] Customer Experience Specialist [REDACTED]

Inbound call from Mr. [REDACTED] stated a fuel filter cracked at [REDACTED] due to maintenance item not covered by the warranty. Mr. [REDACTED] is disputing because the filter wasn't clogged but cracked and shouldn't have to pay for replacement filter. Also, inquiring into [REDACTED] maintenance plan, please call him at [REDACTED]

Mr. [REDACTED] Its been a pleasure assisting you with this case, but the case will be reverted aback to the original customer experience specialist. I will no longer be contacting you on the behalf of [REDACTED]. If you have any questions please refer to my contact information below. Sorry for the inconvenience, [REDACTED] Customer Experience Specialist [REDACTED]

[REDACTED] from customer requesting a call back from [REDACTED] Customer Experience Specialist. CX Team [REDACTED] office: [REDACTED] efax: [REDACTED]

[REDACTED] customer was given [REDACTED] P and told give [REDACTED] to see the [REDACTED]. The customer s veh will also be available [REDACTED] and the cus can pick up at any time. NEXT STEP: close case/ follow up with customer [REDACTED] Customer Experience Specialist [REDACTED]

[REDACTED] customer picked up vehicle, paid for the truck and gets into his vehicle and looking at the repairs and the door handle was painted and replaced door handle, dirt in the paint. The door handle doesn't work the touch pad isn't unlocked, closed the door something inside the door is rattling. Go back in and was told to come back another day. The customer wants the truck resprayed and feels this should be redone. The trim is also missing and wires are showing on the vehicle. (found under the seat). The inside of the veh smells like diesel fuel. [REDACTED] Customer Experience Specialist [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]: i spoke with the [REDACTED] recently and I was told that they would be reaching out to the customer to fix the issues that the customer had, i called to customer to find out what was going on with the vehicle and the customer told me he has not received a call from the dealer and he is really looking forward to speaking with them. [REDACTED] Customer Experience Specialist [REDACTED]®

[REDACTED] from [REDACTED] from [REDACTED] needing approval code.
provided approval code [REDACTED] @ Customer Relationship Center – Truck Team
CKS - [REDACTED] office: [REDACTED]
[REDACTED] erax [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 | Repair Assistance | Has 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 SRW
LAST NAME [REDACTED] MIDDLE [REDACTED]
ADDRESS: [REDACTED]
[REDACTED] COUNTRY: [REDACTED]
HOME PHONE [REDACTED]

SYMPTOMS: Driving Performance | Poor Fuel Economy | Combined | Unloaded

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

COMMENTS:

[REDACTED] Case Number : [REDACTED] Customer : [REDACTED] Business Phone :
N/A Home Phone : [REDACTED] Mobile Phone : N/A LTV Score : 94 Vehicle Purchase Status : Original
Owns : [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] DIESEL Transmission Specification : 6 [REDACTED] AUTO Warranty
Start Date : [REDACTED] Open Recall/FSA : [REDACTED] DOOR LATCH FREEZING CONCERNS ; ENGINE BLOCK
HEATER CORD REPLACEMENT ; UNINTENDED TAILGATE OPENING ; CARPET SHIELDING AND
INSULATION REWORK ESP : N/A Hotline Contact : N/A Warranty History : N/A [REDACTED] ®
Customer Experience Specialist [REDACTED] EFAX: [REDACTED]
M-[REDACTED]
Customer is currently out of town in [REDACTED] on business. Fuel leaked in engine compartment and
steering oscillation has occurred again. Customer had to be put in a rental IOT get home. Next steps: -Call
[REDACTED] and find out what has been diagnosed for the vehicle and how long the estimated repairs will
take. -Create reimbursement document for rental expenses for [REDACTED] ® Customer
Experience Specialist [REDACTED] EFAX: [REDACTED] M-[REDACTED]
-Needs fuel filter to fix leak in engine compartment. -Order stabilizer ordered. SM will email with information
for parts escalation. [REDACTED] Parts manager [REDACTED] ® Customer Experience
Specialist [REDACTED] EFAX: [REDACTED] M-[REDACTED]
Left detailed message about his fuel leak and parts need to order the steering dampener. Next steps:
Follow up with parts to create escalation of dampener. -Get receipt for rental car and submit for
reimbursement. [REDACTED] ® Customer Experience Specialist [REDACTED]
EFAX: [REDACTED] M-[REDACTED]
® Customer Relationship Center – Truck Team [REDACTED] Customer Experience
Specialist [REDACTED] office: [REDACTED] from cust: customer
says he needs to speak with his case manager.....
Submit for rental reimbursement [REDACTED] ® Customer Experience Specialist
EFAX: [REDACTED] M-[REDACTED]
Next steps: -Contact warranty admin @ dealership and process payment to customer. [REDACTED]
® Customer Experience Specialist [REDACTED]
EFAX: [REDACTED] M-[REDACTED]
Awaiting [REDACTED] to call so I can give him the approval code for the rental reimbursement. Have check mailed
to customer. Contact [REDACTED] and let him know of the above NEW RO [REDACTED] APPROVAL CODE:
Next steps: -Once approved through dealership to [REDACTED] check will be mailed to [REDACTED]
CLOSE CASE [REDACTED] ® Customer Experience Specialist [REDACTED]
EFAX: [REDACTED] M-[REDACTED]
CXS [REDACTED] from Cust. Agent left him a voicemail on [REDACTED] 2020 fuel filter would be covered under
warranty. He was charged a [REDACTED] service charge by [REDACTED] [REDACTED] said they had never
saw anything like that and he should not have had to pay that either. He was there for a separate issue.
Please call this cust back. [REDACTED] ® Customer Relationship Center – Truck
Team [REDACTED] & [REDACTED] & [REDACTED] com | [REDACTED] office:
[REDACTED] customer. Customer calling in wanting to talk to his cxs. I advised I would email him. [REDACTED]
Customer Experience Specialist/ [REDACTED] Team Phone [REDACTED]
EFax [REDACTED] Hours [REDACTED]
Customer states that [REDACTED] said that his repairs of his failed fuel filter would have been covered at their
dealership. [REDACTED] charged him [REDACTED] replace the filter. Customer wants to know why [REDACTED]
will not cover the cost of his repairs. Job Aide pg.2 when the concern was caused by abuse, neglect, or lack
of maintenance. [REDACTED] ® Customer Experience Specialist [REDACTED]
EFAX: [REDACTED] M-[REDACTED]
CXS [REDACTED] EXT [REDACTED] from cust wanting to know about a rental reimbursement..asked how long it
would take..informed that it depends on how long it takes the dealership to process approval code..said he
would follow up with the dealership NEXT STEPS: send CXS email CXS [REDACTED]
® Customer Relationship Center – Truck Team [REDACTED] Office: [REDACTED]
[REDACTED] & [REDACTED]
Hey [REDACTED] I tried to call earlier and I still haven't received the refund for the rental car and the services done
by [REDACTED] Let me know the updated status ASAP. Case [REDACTED]
® Customer Experience Specialist [REDACTED] EFAX: [REDACTED]
M-[REDACTED]
Hello [REDACTED] I will follow up with the admin clerk to verify that your check was processed. I will let you know
once I have an answer from [REDACTED] Sincerely, [REDACTED] ® Customer Experience
Specialist [REDACTED] EFAX: [REDACTED] M-[REDACTED]

[REDACTED] spoke with [REDACTED] [REDACTED] will refund [REDACTED] [REDACTED] for his fuel filter. An approval code for the rental was processed

Approval code:

[REDACTED] about rental refund for [REDACTED]. -Approval code [REDACTED] was processed on [REDACTED] for rental vehicle [REDACTED] ® Customer Experience Specialist [REDACTED]

EFAAX: [REDACTED] M-F [REDACTED]

[REDACTED] ext. [REDACTED] cust. The cust inquired about refund status. Adv the cust to contact the dlr and I will email the cxs to assist with a refund update. NEXT STEP: Email cxs [REDACTED] ® Customer Relationship Center – Truck Team [REDACTED] office: [REDACTED]
ext. efax: [REDACTED] Hours of Operation: [REDACTED]

CASE ATTACHMENTS:

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]



Rental Agreement #:

Bill Ref #:

Invoice Date:

Account #:

BILL TO

RENTAL INFORMATION

Date/Time Out

Date/Time In

Renter

RENTAL VEHICLES

Color

License

Model

Unit

Kms
Out In

WHITE

SENT

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

TIME & DISTANCE

REFUELING CHARGE

Subtotal

73.14

MOTOR VEHICLE RENTAL TAX

PCT

REC

2 DAY

2.29

Total Charges (USD)

PAYMENTS

Payment

Master Card

Total Payments (USD)

Amount Due (USD)

Individual line item charges such as rental rates, for 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

Remit To :

ENTERPRISE A-CAR

Amount Due (USD)

Paid By:

Fed Tax Id:

Account #

Rental Agreement

Amount

GPBR

CUSTOMER #:

INVOICE

1780 W. HWY 287 BYP • WAXAHACHIE, 75167
Phone • Fax

PAGE 1

HOME: CONT:
BUS: CELL:

SERVICE ADVISOR:

COLOR	YEAR	MODEL		VIN		ENSE	MILEAGE IN / OUT		TAG
	17		PICKUP						
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
	DD						CASH		

R.O. OPENED	READY	OPTIONS:

LINE	OPCODE	TECH	HOURS	LIST	NET	TOTAL
------	--------	------	-------	------	-----	-------

A QUALITY CARE INSPECTION
QUALITY CARE INSPECTION

PERFORM MULTI-PT INSPECTION AND TOP OFF ALL FLUIDS
PERFORM MULTI-PT INSPECTION AND TOP OFF ALL FLUIDS

B CHECK AND ADVISE CUSTOMER STATES FUEL LEAK

PARTS: LABOR: OTHER: TOTAL LINE A: (N/C)

1.00 replaced fuel filters

C CHECK AND ADVISE CUSTOMER STATES CUSTOMER STATES BAD WOBBLE IN
STEERING AT HIGHWAY SPEEDS AFTER HITTING AN EXPANSION JOINT IN
THE ROAD

NWD NO REPAIRS WERE PERFORMED AT THIS TIME
CP

PARTS: LABOR: OTHER: TOTAL LINE B:

D CHECK AND ADVISE CUSTOMER STATES UNINTENDED TAILGATE OPENING
CAUSE:

AND ADVISE CUSTOMER STATES UNINTENDED TAILGATE OPENING
P

1 KC3Z* C WIRE ASY - JUMPER
1 GB5Z* A SWITCH ASY - STEERING WHEEL

FC: PART#: COUNT: CLAIM:

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

SHOP SUPPLY COSTS: DESCRIPTION TOTALS
LABOR AMOUNT
PARTS AMOUNT
GAS, OIL, LUBE
SUBLET AMOUNT
MISC. CHARGES *
TOTAL CHARGES
LESS INSURANCE
SALES TAX
PLEASE PAY THIS AMOUNT

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

NOTICE OF WORKER'S LIEN PURSUANT TO The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with of the Texas Business & Commerce Code until the amount due is paid.

DealerCAP 2014 CDK Global LLC (06/15) SERVICE INVOICE TYPE 2 - "AS-IS" - TEXAS - 0608030

COPY PE24014 000071 GCCT

CUSTOMER #: [REDACTED]

INVOICE

1780 W. HWY 287 BYP • WAXAHACHIE, TX 75167
Phone [REDACTED] • Fax [REDACTED]

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: [REDACTED]

COLOR	YEAR	MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	17	PICKUP	[REDACTED]			
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
[REDACTED] DD						CASH
R.O. OPENED	READY	OPTIONS:				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

AUTH CODE: [REDACTED]

PARTS: [REDACTED] LABOR: [REDACTED] OTHER: [REDACTED] TOTAL LINE D: [REDACTED]
[REDACTED] recall [REDACTED], replace switch

E CHECK AND ADVISE CUSTOMER STATES [REDACTED] CARPET SHIELDING AND INSULATION REWORK

CAUSE: .
[REDACTED] AND ADVISE CUSTOMER STATES [REDACTED] CARPET SHIELDING AND INSULATION REWORK

[REDACTED] LIC#: [REDACTED]
WE [REDACTED] (N/C)
[REDACTED] *A TAPE (N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: [REDACTED] LABOR: [REDACTED] OTHER: [REDACTED] TOTAL LINE E: [REDACTED]
[REDACTED] recall 0.70 remove debris, trim and remove insulation, install foil tape

F** FUEL FILTER REPLACEMENT FOR [REDACTED]
CAUSE: [REDACTED] - FUEL FILTER REPLACEMENT FOR [REDACTED]
[REDACTED] FUEL FILTER REPLACEMENT FOR [REDACTED]
[REDACTED] NEAL, [REDACTED] LIC#: [REDACTED]
CPM [REDACTED]

1 HC3Z* [REDACTED] J ELEMENT

PARTS: [REDACTED] LABOR: [REDACTED] OTHER: [REDACTED] TOTAL LINE F: [REDACTED]

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER [REDACTED]

WARRANTY DISCLAIMER: [REDACTED] AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS:
We have added a charge equal to [REDACTED] of the total cost of labor and parts, not to exceed [REDACTED] to the Repair Order for shop supplies used in connection with this repair.

[REDACTED] ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

NOTICE OF WORKER'S PURSUANT TO PROPERTY CODES. The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with [REDACTED] of the Texas Business & Commerce Code until the amount due is paid.

CUSTOMER #: [REDACTED]

INVOICE



PAGE 3

Phone [REDACTED] Fax [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: [REDACTED]

COLOR	YEAR	MAKE/MODEL	LICENSE	MILEAGE IN / OUT	TAG		
	17	PICKUP					
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
						CASH	
R.O. OPENED		READY	OPTIONS:				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

THANK YOU FOR BEING A PART OF THE WAXAHACHIE
FAMILY! IF YOU ARE NOT COMPLETELY
SATISFIED WITH OUR SERVICE, PLEASE REACH OUT
TO US VIA EMAIL AT [REDACTED]
WE APPRECIATE YOUR BUSINESS!!!!!!!!!!!!!!!!!!!!

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	*SHOP SUPPLY COSTS: We have added a charge equal to [REDACTED] of the total cost of labor and parts, not to exceed [REDACTED] to the Repair Order for shop supplies used in connection with this repair.	DESCRIPTION	TOTALS		
	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	[REDACTED]		
		PARTS AMOUNT	94.00		
		GAS, OIL, LUBE	[REDACTED]		
		SUBLET AMOUNT	[REDACTED]		
		MISC. CHARGES *	[REDACTED]		
		TOTAL CHARGES	211		
		LESS INSURANCE	0.00		
SALES TAX	[REDACTED]				
DATE		CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	[REDACTED]

NOTICE OF WORKER'S LIEN PURSUANT TO PROPERTY CODES. The undersigned, being the person who has paid for repairs to the vehicle described in this Repair Invoice, understands that if the Dealership relinquishes possession of the vehicle in return for payment via a check, money order or credit card transaction that is stopped or dishonored due to insufficient funds, no funds, or because the account does not exist or has been closed, the worker's lien continues to exist and the Dealership is entitled to possession of the vehicle in accordance with [REDACTED] of the Texas Business & Commerce Code until the amount due is paid.

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
RESPONSE TEAM: Social Media NA CRC COMMUNICATION: Social Media
CASE [REDACTED]: Vehicle Concern | Repair Assistance | Has not been to dealer |

DEALER NAME:

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

BODY STYLE:

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

ADDRESS: [REDACTED]

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

HOME PHONE [REDACTED]

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

ANALYST NAME: [REDACTED]

OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED] [REDACTED]

[REDACTED] I don't remember paying extra for the option that tries to catch my truck on fire [REDACTED] outside of the bumper to bumper warranty As there is a pin hole in the top of the filter housing literally spraying diesel on the turbo piping [REDACTED] Good morning, [REDACTED] Thank you for sending us a private message. Before we get started, please send me your VIN and mileage at your earliest convenience. [REDACTED] Service Team [REDACTED] MILES [REDACTED] Before I can continue, I will need you to confirm your full name, vehicle owner's full name and your relation (if you are not the owner), phone number, zip code, email address and your preferred method of contact. [REDACTED] Service Team [REDACTED], that would be me. [REDACTED] Just for your awareness, after running your VIN through our system, I see Safety Recall [REDACTED] - Carpet Shielding and Insulation Rework. Recalls can be checked anytime on the Owner's website. For your convenience here is the link: [REDACTED] When was the last time you visited your local dealership in regards to your current concern? [REDACTED] Service Team Check For [REDACTED] Recalls And Field Service Actions | Official [REDACTED] Owner Site Check here for updates and information on [REDACTED] recall and field service actions for your vehicle. Search for [REDACTED] and [REDACTED] recalls using your VIN, or contact our Customer Relationship Center at [REDACTED] [REDACTED] happened on a [REDACTED] after the dealer was closed, and outside of the warranty coverage for fuel components so I did not go to the dealer i fixed it myself Cant drive a vehicle that is spraying fuel onto the turbo [REDACTED] We recommend that your vehicle be inspected by a [REDACTED] dealership to determine the cause of any symptoms your vehicle may be experiencing. 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. [REDACTED] Service Team [REDACTED], i am good. I will be sending the part to the national high way traffic safety administration with the video Furthermore the issue is over so there would be nothing for the dealer to assess outside of the fact that the transmission is still not right from being rebuilt [REDACTED] Thank you for your time

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
RESPONSE TEAM: Social Media NA CRC COMMUNICATION: Social Media
CASE [REDACTED] [REDACTED]: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME:
PA CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED] ZONE: [REDACTED]
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] SUPER DUTY MILEAGE: [REDACTED]
BODY STYLE: [REDACTED] CREWCAB SRW
LAST NAME FIRST NAME MIDDLE: [REDACTED] [REDACTED] [REDACTED]
ADDRESS [REDACTED]
[REDACTED] COUNTRY: [REDACTED] [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-

Hello, I have a [REDACTED] [REDACTED], with a leaking fuel filter. Is there a convenient number I can reach out to for customer warranty support. The vehicle only has [REDACTED] on it. Thank you kindly. Local dealerships are very difficult to work with so I was seeing if I can streamline the process somehow thank you kindly.

[REDACTED]

Good morning. Would you please send over your VIN so I can look into this for you?

Cust-

[REDACTED]

[REDACTED]

Before moving forward, I just need you to confirm a few details. Could you please provide your full name, the vehicle owner's full name, and your relation to them (if applicable), estimated mileage, your zip code, email, and best method of contact?

Cust-

[REDACTED] [REDACTED] [REDACTED]

[REDACTED]

Thank you, [REDACTED]. Just for your awareness, I have ran your VIN through our system and I am seeing an active recall associated with your vehicle [REDACTED] [REDACTED] if you'd ever like to check for recalls or field service actions yourself, you may do so at the following link:

[REDACTED]. To clarify, have you spoke with your local [REDACTED] dealer about your filter issue within the [REDACTED]? If so, what was communicated?

Cust-

Yes it's getting taken care of also there's some part about the steering damper that has to be replaced too. Been getting the "death wobble" on the highway.

[REDACTED]

I am happy to hear you were able to get an appointment set up! Since you have not yet had your vehicle diagnosed, we recommend that your vehicle be inspected by a [REDACTED] dealership to determine the cause of any symptoms your vehicle may be experiencing. 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.

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]: [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] ZIP COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]
HOME PHONE [REDACTED]
SYMPTOMS: Driving Performance | Poor Fuel Economy | UNKNOWN | UNKNOWN
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]
COMMENTS:
[REDACTED]

[REDACTED]: [REDACTED] customer Mr. [REDACTED] called in to request repair assistance and getting a loaner or rental vehicle. He stated he was traveling to go to a family gathering when diesel fuel started gushing and pouring from underneath his vehicle.

Vehicle Concern: Diesel Fuel pouring out of vehicle
What the customer is seeking from [REDACTED]? Repair assistance and a loaner/rental vehicle
Where is the vehicle located: [REDACTED]
Dealership Contact: [REDACTED]
Does Dealer have a clear path to repair the vehicle: (Y/N) Yes, there is warranty ESP
Tech SME Engaged/Parts SME Engaged: (Y/N) Yes, I will engage a Tech Sme or Parts Sme if necessary
Share Recommendation utilized: (Y/N) No, not at this time
Plan of action: To partner with dealer and come up with a plan to assist with the repair and loaner/rental assistance
Next Steps: call to dealer
Follow-ups: follow up with Mr. [REDACTED] [REDACTED] [REDACTED]

Next Step: call to dealer and follow up with Mr. [REDACTED]

[REDACTED]®
[REDACTED]
Customer Experience Specialist/ [REDACTED] Team
office: [REDACTED] ext. [REDACTED]
Schedule [REDACTED] M-F

[REDACTED]
Note: Knowledge Base would not link any requested articles in [REDACTED]

[REDACTED]®
[REDACTED]
Customer Experience Specialist/ [REDACTED] Team
office: [REDACTED] ext. [REDACTED]
Schedule [REDACTED] M-F

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : [REDACTED]
Vehicle Purchase Status : Subsequent Owner
Credit Contract Number : [REDACTED]
Part Number : [REDACTED]
Dealer Name : [REDACTED]
Dealer P&A : [REDACTED]
Dealer phone : [REDACTED]
VIN : [REDACTED]
Year : [REDACTED]
Make : [REDACTED]
Model : [REDACTED]
Mileage : [REDACTED]
Engine Specification : [REDACTED] T/C DSL
Transmission Specification : [REDACTED] AUTO TRANS ([REDACTED]) -LG DSL
Warranty Start Date : [REDACTED]
Open Recall/FSA : 20E07POWERTRAIN CONTROL MODULE REPROGRAMMING
ESP : [REDACTED] NEW [REDACTED] PREMIUMCARE W/ROADSIDE,

[REDACTED] - [REDACTED] 12/[REDACTED] 000 [REDACTED] USED PREMIUMCARE WARRANTY,

[REDACTED] - [REDACTED] 84/100,000 [REDACTED] POWERTRAINCARE WTY W/ROADSIDE Hotline Contact : N/A
Warranty History : [REDACTED]

Note: The customer's email address would not save in the system. The email address is [REDACTED] telephone number is [REDACTED] would not save in the system, will try to update again

[REDACTED]®
[REDACTED]
Customer Experience Specialist [REDACTED] Team
Office: [REDACTED]
Schedule [REDACTED] F

OBC: [REDACTED] call to dealer to speak to SA [REDACTED] he stated they will be diagnosing the vehicle [REDACTED]. I also requested a loaner/rental for the customer. SA [REDACTED] stated all they have available are non [REDACTED] vehicles. I informed him that [REDACTED] has authorized the use of non [REDACTED] vehicles at this time. He stated he would reach out to Mr. [REDACTED]

Next Step: call to customer

[REDACTED]®
[REDACTED]
Customer Experience Specialist [REDACTED] Team
Office: [REDACTED]
Schedule [REDACTED] F

██████████ called to customer spoke to Mr. ██████████ he is very upset regarding the issues he encountered while traveling. He was not able to get a loaner/rental after his vehicle was towed to ██████████ he had to call a friend ██████████ away and wait stranded with his family while traveling to a family event during the holiday. I apologized numerous times trying to accommodate him but he is still upset. I informed him that I spoke to his ██████████ and he will provide a loaner/rental ██████████ after the diagnosis is complete. He stated his vehicle was gushing out diesel fuel. I informed him that I can reimburse him for the gas he had to pay his friend for picking them up and he should have rented a vehicle and I would have reimbursed him, since he qualifies with a ██████████ 86. I did not disclose the ██████████ information.

Next Step: follow up with Mr. ██████████ again ██████████ on ██████████ make sure he has a loaner/rental vehicle

██████████[®]
Customer Experience Specialist/██████████ Team
office: ██████████ ext. ██████████
Schedule ██████████ M-F

Note: case assignment did not save initially, saved it again

██████████[®]
Customer Experience Specialist/██████████ Team
office: ██████████ ext. ██████████
Schedule ██████████ M-F

██████████ call to dealer to speak to ██████████ there was no answer, left a voice message requesting he return my call regarding a loaner vehicle for the customer

Next Step: call to dealer and follow up with Mr. ██████████

██████████[®]
Customer Experience Specialist/██████████ Team
office: ██████████ ext. ██████████
Schedule ██████████ M-F

██████████ call to dealer to speak to ██████████ there was no answer, left a voice message requesting he return my call regarding a loaner vehicle for the customer

Next Step: follow up with Mr. ██████████

██████████[®]
Customer Experience Specialist/██████████ Team
office: ██████████ ext. ██████████
Schedule ██████████ M-F

██████████ called to customer spoke to Mr. ██████████ stated he was provided a loaner by ██████████ so he was just picking it up. I informed him that I was happy because ██████████ was there working alone ██████████ so he was able to get a loaner for him. Mr. ██████████ thanked me for following up again and assisting him with getting a vehicle while his is being repaired.

Next Step: call to dealer and follow up with Mr. ██████████ on ██████████

██████████[®]
Customer Experience Specialist/██████████ Team
office: ██████████ ext. ██████████
Schedule ██████████ M-F

Note: I am unable to set a follow up, system generates an error code as follow: Recipient of type 'Contact' with ID '██████████' is marked as non-emailable

██████████[®]
Customer Experience Specialist/██████████ Team
office: ██████████ ext. ██████████
Schedule ██████████ M-F

OBE:
From: [REDACTED] (D.)
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]

Hello Mr. [REDACTED]

I hope all is well. I will follow up with you on [REDACTED]

Thank you,

[REDACTED]®
Customer Experience Specialist/ [REDACTED] Team
[REDACTED]
office: [REDACTED] ext. [REDACTED]
Schedule [REDACTED] F

[REDACTED]: [REDACTED] call to dealer spoke to SA [REDACTED] he stated the vehicle was picked up on [REDACTED]. There was a crack in the fuel filter which cause the diesel fuel to shoot out [REDACTED] everything. They replaced the fuel filter, cleaned it up really well to get rid of the fuel smell, washed the vehicle and Mr. [REDACTED] picked it up.

Next Step: call to customer

[REDACTED]®
Customer Experience Specialist/ [REDACTED] Team
[REDACTED]
office: [REDACTED] ext. [REDACTED]
Schedule [REDACTED] F

[REDACTED]: [REDACTED] to customer spoke to Mr. [REDACTED], he stated he is satisfied with the repair. He stated the dealer cleaned the fuel smell the best that they could but he can still smell it. He is concerned about his patients smelling fuel on him. Mr. [REDACTED] also wants a maintenance there are [REDACTED] on his vin but he stated he only purchased [REDACTED], the other 2 were from a previous owner and he does not want them. I informed him that I will enter a ESP as a goodwill and follow up with him on Wednesday [REDACTED] Mr. [REDACTED] is satisfied with the repair.

Next Step: transmit a ESP in [REDACTED] and follow up with Mr. [REDACTED] on [REDACTED]

[REDACTED]®
Customer Experience Specialist/ [REDACTED] Team
[REDACTED]
office: [REDACTED] ext. [REDACTED]
Schedule [REDACTED] F

Transmitted Basic Maintenance -Diesel 36/45,000

[REDACTED]®
Customer Experience Specialist/ [REDACTED] Team
[REDACTED]
office: [REDACTED] ext. [REDACTED]
Schedule [REDACTED] F

[REDACTED]: [REDACTED] to customer Mr. [REDACTED], there was no answer, left a voice message requesting he return my call or I will follow up with him when the ESP has uploaded to the vin or on [REDACTED]

Next Step: follow up with Mr. [REDACTED] on [REDACTED]

[REDACTED]®
Customer Experience Specialist/ [REDACTED] Team
[REDACTED]
office: [REDACTED] ext. [REDACTED]
Schedule [REDACTED] F

[REDACTED] Transmitted
CX Operation Supervisor

Note: update from previous note

[REDACTED] call to customer spoke to Mr. [REDACTED], he stated he is satisfied with the repair. He stated the dealer cleaned the fuel smell the best that they could but he can still smell it. He is concerned about his patients smelling fuel on him. I offered Mr. [REDACTED] a ESP as a good will, he accepted the offer and stated a Maintenance plan would be great. I informed him that I will enter a ESP as a goodwill and follow up with him on [REDACTED]. Mr. [REDACTED] is satisfied with the repair.

Next Step: transmit a ESP in [REDACTED] and follow up with Mr. [REDACTED] on [REDACTED]

[REDACTED]®
CXS [REDACTED]
Customer Experience Specialist/ [REDACTED] Team
[REDACTED]
Office: [REDACTED]
Schedule [REDACTED] M-F

OBE:

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: [REDACTED]

Hello Mr. [REDACTED],

I hope all is well. I will follow up with you on [REDACTED]

Thank you,

[REDACTED]®
CXS [REDACTED]
Customer Experience Specialist/ [REDACTED] Team
[REDACTED]
Office: [REDACTED]
Schedule [REDACTED] M-F

OBE:

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: [REDACTED]

Hello Mr. [REDACTED],

Thank you for contacting [REDACTED] and allowing me to assist you with the repair of your [REDACTED] vehicle concerns. We are pleased that your vehicle has been repaired to satisfaction and hope that you find the [REDACTED] DIESEL [REDACTED] REIMB. an added value to being a [REDACTED] owner. The Maintenance Plan expires on [REDACTED] or at [REDACTED] whichever occurs first. There are [REDACTED] available. You will receive a brochure in the mail within 4 to [REDACTED] or you can view the plan on [REDACTED]. Our goal is to be sure our [REDACTED] owners continue to support our brand. It was a pleasure to be able to partner with our dealer, get your vehicle serviced and provide support throughout the process. 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. Also, you can go to [REDACTED]'s website [REDACTED], click on service, enter your [REDACTED] to view your maintenance schedule and service history.

Thank you,

[REDACTED]®
CXS [REDACTED]
Customer Experience Specialist/ [REDACTED] Team
[REDACTED]
Office: [REDACTED]
Schedule [REDACTED] M-F

Agent feels case is ready to resolve
EVERY CASE Should be REVIEWED in a Safety Net to Close.
CLV: [REDACTED], WSD: [REDACTED], Mileage: [REDACTED]
What problem did the customer have? Diesel fuel pouring out of vehicle, there was a crack in the fuel filter
What assistance did [REDACTED] provide? Repair Assistance
What CSAT was offered to the customer? Maintenance Plan as a good will
Is the vehicle repaired and returned to the customer? Yes
Was a recap email sent to the customer? Yes

[REDACTED]®
CXS Name [REDACTED]
Customer Experience Specialist [REDACTED] CXS Team
Office: [REDACTED] ext. [REDACTED]
Schedule [REDACTED] M-F

Clear to Close.

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 | Repair Assistance | CCT 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] REG CAB CHASSIS DRW
LAST NAME [REDACTED] MIDDLE [REDACTED] | [REDACTED]
ADDRESS [REDACTED]
[REDACTED] COUNTRY [REDACTED] | [REDACTED]
HOME PHONE:
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME [REDACTED]
COMMENTS:
[REDACTED]

Customer states:

[REDACTED] (pref)
warehouse supervisor

S/A

We have a [REDACTED] that has been at a [REDACTED] R for recall since [REDACTED]. We need some help getting it repaired and back to us as soon as possible.

EXTENDED IDLE DIESEL PARTICULATE FILTER CALIBRATION
DIESEL PARTICULATE FILTER WARRANTY EXTENSION WITH DIAGNOSTIC TROUBLE CODE

CRC Advised:

Your case number for [REDACTED]'s call is, [REDACTED]. I will reach out to the dealership for additional information and follow up with you before close of business on [REDACTED] at the latest. Thank you for choosing [REDACTED] as the fleet vehicle of choice for the school district.

From: [REDACTED] (P.)

Sent:

To:

Subject:

Mr. [REDACTED]

Good morning. I spoke with [REDACTED] at [REDACTED]. He advised they only have [REDACTED] working on the [REDACTED] medium duty trucks at this location and that technician has been out for the [REDACTED] with [REDACTED]. The technician is due to return to work on [REDACTED]. The tech notes stated they found a fuel leak at the engine side fuel filter. They are completing recall [REDACTED] which requires a crankcase ventilation oil separator assembly. As far as [REDACTED] knows, that is what they are waiting on at the moment. Once the technician is back [REDACTED] I should be able to provide a better status update. I will continue with the follow up update scheduled for [REDACTED]. I just wanted to let you know the latest information available.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Delegation [REDACTED] to provide repair status update.

[REDACTED] #2 for service. [REDACTED] to [REDACTED] to speak with S/A [REDACTED] for an update on there [REDACTED] and [REDACTED] P&A code [REDACTED] advised they do their work under a [REDACTED] R in [REDACTED]. [REDACTED] and their P&A is [REDACTED].
Fuel leak from engine side fuel filter.

CRANKCASE VENTILATION OIL SEPARATOR ASSEMBLY

The only tech they use for the [REDACTED] vehicles has been out sick with [REDACTED] for the [REDACTED]. He is scheduled back on [REDACTED].

[REDACTED] #2 for service. [REDACTED] to [REDACTED] to speak with S/A [REDACTED] for an update on there [REDACTED].
Call went to VM. CXS left VM stating my name is [REDACTED] from [REDACTED]. I am calling to see if your mobile technician is back from [REDACTED] and I also need the part number for the oil separator assembly needed on the [REDACTED]. I want to make sure the part order has the highest possible priority available through [REDACTED]. Please call me back at [REDACTED] prompts 1, 1 then EXT [REDACTED]. my email is [REDACTED]. the case number is, [REDACTED] and I will be in the office until [REDACTED].
EST. All contact info and case number was repeated [REDACTED].

[REDACTED] #2 for service. [REDACTED] to [REDACTED] to speak with [REDACTED] for an update on there. [REDACTED] doesn't come in till [REDACTED]. [REDACTED] asked for an update on the [REDACTED] [REDACTED] stated the vehicle was being test driven [REDACTED] and the check engine light came on. We will be plugging it in [REDACTED] to see what needs to be done. [REDACTED] S thanked [REDACTED] for the update.

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

Mr. [REDACTED],

Good morning. I just spoke with a service advisor at [REDACTED]. I was advised late [REDACTED] they were test driving the truck after repairs and the check engine light came on. They will be checking into the cause of the check engine light [REDACTED]. I will let you know where we stand with this repair [REDACTED].

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

Next steps: [REDACTED] S will follow up with Delegate on [REDACTED] to provide repair status update.

[REDACTED] to [REDACTED]. [REDACTED] advised the call is recorded. I am calling with an update on your F-650 at [REDACTED]. I just spoke with a [REDACTED] who stated they were test driving the truck [REDACTED]. The check engine light came on. They will be working to diagnose and repair this [REDACTED]. [REDACTED] asked to verify the email as the one I sent a [REDACTED] bounced back. Cust verified the email address listed below.

I will resend the email that bounced back, and I will follow up with you again [REDACTED].

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

Mr. [REDACTED],

Good morning. I just spoke with a service advisor at [REDACTED]. I was advised [REDACTED] they were test driving the truck after repairs and the check engine light came on. They will be checking into the cause of the check engine light [REDACTED]. I will let you know where we stand with this repair [REDACTED].

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

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

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

Thank you for the update.

[REDACTED] #2 for service. [REDACTED] to [REDACTED] to speak with [REDACTED] for an update on there [REDACTED]. [REDACTED] advised the foreman will get an update and call [REDACTED] back at [REDACTED] prompts [REDACTED] then EX1 [REDACTED]. I am in the office until [REDACTED]. I would appreciate a call as soon as possible. Thank you for your help.

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] 137

Mr. [REDACTED],

Good morning. I just spoke with [REDACTED] at [REDACTED]. She advised the technician that had the service engine soon light come on back on Wednesday has since started vacation. They have been trying to reach the technician to find out where he left off so they can get the repair re-assigned to another technician. I will follow up with you again on [REDACTED] to let you know where this vehicle repair stands. Thank you for your patience.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

Next steps: [REDACTED] S will follow up with Delegateon [REDACTED] to provide repair status update.

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

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

Thank you for the update.

[REDACTED] for service. [REDACTED] to [REDACTED] to speak with S/A [REDACTED] for an update on the [REDACTED]. [REDACTED] advised [REDACTED] is busy with a customer and asked to take a message. [REDACTED] advised my name is [REDACTED]. I am calling to find out what caused the check engine light to come on while doing a test drive [REDACTED]. My call back number is [REDACTED] prompts, 1,1 the EXT [REDACTED]. I will be in the office until [REDACTED]. Please call me back as soon as possible so I can update the customer. [REDACTED] advised he will make sure [REDACTED] gets this message.

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

Mr. [REDACTED],

Good morning. I have a call in to speak with S/A [REDACTED] for a diagnosis/repair status on your F [REDACTED]. I was advised I should be hearing back from him [REDACTED]. I will let you know what I find out once I hear back from [REDACTED]. I will schedule my next status update for [REDACTED]. I won't wait for then to let you know what [REDACTED] says when I hear from him. Thank you for your patience while this issue is being addressed.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

Next steps: [REDACTED] S will follow up with Delegateon [REDACTED] to provide repair status update.

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

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

Thank you

[REDACTED]

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

Mr. [REDACTED],

Good afternoon. I just spoke with [REDACTED] at the [REDACTED]. He provided the repair quote, and I am reviewing for possible financial assistance. I do have a [REDACTED] to be able to complete my review. Please reply back to the following questions as soon as possible.

Was this vehicle purchased new?

How many [REDACTED]'s does [REDACTED] have in their fleet [REDACTED]?

How often do you have paid service or repairs done at a [REDACTED] dealership with this or other [REDACTED] vehicles?

Thank you,

[REDACTED]
Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

Next steps: [REDACTED] S will follow up with Delegateon [REDACTED] to request info to complete assistance offer.

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

Mr. [REDACTED],

Thank you for the quick reply. [REDACTED] can offer to pay [REDACTED] towards this repair. That will leave a customer pay amount of [REDACTED]. Please let me know if this offer is accepted? If accepted, please call [REDACTED] at [REDACTED] to approve the repair. I will provide them with the code to pay for [REDACTED]'s portion once the repair is complete.

Thank you,

[REDACTED]
Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

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

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

Good afternoon. I just spoke with [REDACTED] at the [REDACTED]. He provided the repair quote, and I am reviewing for possible financial assistance. I do have a [REDACTED] to be able to complete my review. Please reply back to the following questions as soon as possible.

Was this vehicle purchased new? YES

How many [REDACTED]'s does [REDACTED] have in their fleet [REDACTED]? 3

How often do you have paid service or repairs done at a [REDACTED] dealership with this or other [REDACTED] vehicles?

NONE

[REDACTED] #2 for service. [REDACTED] to [REDACTED] to speak with S/A [REDACTED] for an update on the [REDACTED]. [REDACTED] advised the technician said the [REDACTED] software is down as of [REDACTED] and they are working with IT to get the issue corrected. The vehicle is just about ready for the test drive [REDACTED]. [REDACTED] advised [REDACTED] is a cash account and transferred the call to their [REDACTED]. [REDACTED] advised [REDACTED] is offering to pay for [REDACTED] towards this repair. I just want to make sure that the return of this vehicle is not held up by you waiting to get a code to pay for [REDACTED]'s portion of the repair. The [REDACTED] code comes from [REDACTED]'s fleet budget and the code is, [REDACTED]. [REDACTED] asked for [REDACTED] phone number in case they run into some issues. [REDACTED] provided the following contact number, [REDACTED] prompts 1,1 then EXT [REDACTED]. [REDACTED] thanked [REDACTED] his help with this.

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

Mr. [REDACTED],

I have provided the dealership with the code to pay for [REDACTED]'s portion of your vehicle repair. [REDACTED] said the vehicle will be going on a test drive shortly, and may even be ready to be picked up [REDACTED]. Please let me know once the vehicle has been picked up. I would like to hear that the issue has been corrected before I wrap the case up on my end. I will check back with you to see how the truck is running [REDACTED]. That should give some time for the truck to be driven and verify no issues.

Thank you,

[REDACTED]
Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

Next steps: [REDACTED] will follow up with Delegation [REDACTED] to verify back in service with no issues before closing case.

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

Thank you for the update.

[REDACTED] C to [REDACTED] advised I am calling back at your request. What can I help you out with? [REDACTED] stated the [REDACTED] says the truck is ready, but they want [REDACTED] to pay the total bill and get reimbursed the money [REDACTED] promised through another [REDACTED]. [REDACTED] advised I will call them right now and see if I can get this corrected. I will reply back to your email with the update.

[REDACTED] for service. [REDACTED] to [REDACTED] to speak with [REDACTED] for an update on the [REDACTED]. [REDACTED] advised they are now running this repair through a [REDACTED] Center in [REDACTED]. He advised they do not have a way to forward a payment from [REDACTED] to [REDACTED] what they need to do is have the customer pay [REDACTED] and the [REDACTED] processing this repair will issue a refund in the amount of [REDACTED]'s participation. [REDACTED] advised I will run this situation by my manager to see how we can best handle this situation to minimize the down time.

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

Mr. [REDACTED],

I can't seem to find your most recent email advising you have not picked up the truck yet. I have spoke with [REDACTED] at [REDACTED]. He advised this repair is being processed through a [REDACTED] dealership in [REDACTED]. They are not able to accept the code I have provided to pay for [REDACTED]'s portion. They are advising this needs to be processed through the [REDACTED]. I have my manager involved to try and figure out a way to minimize your inconvenience. I unfortunately am not able to correct this [REDACTED]. I will continue with my follow up for [REDACTED]. I do expect to have better direction at that point. Thank you for your time and have a good weekend.

Thank you,

[REDACTED]
Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

[REDACTED] for service. [REDACTED] to [REDACTED] regarding [REDACTED] and their [REDACTED] being repaired at [REDACTED]. [REDACTED] asked to speak with the warranty admin for direction as to how we can minimize any additional down time due to billing issues. [REDACTED] said he will have to get the service manager to look into the situation and call [REDACTED] back at [REDACTED] prompts. [REDACTED] then EXT [REDACTED]. [REDACTED] advised hopefully [REDACTED] should get a call back [REDACTED].

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

Mr. [REDACTED],

Good morning. I have reached out to the [REDACTED] dealership that is handling this warranty claim through [REDACTED]. The service manager is supposed to call me back [REDACTED] to discuss the situation further so we can figure out how to get this vehicle back to you as soon as possible. I am trying to find a way to where you will not have to pay the full repair bill and then wait for reimbursement as S/A [REDACTED] has advised. I do apologize for the time this is taking. This is a very unusual [REDACTED] off type situation. I will schedule my next follow up for [REDACTED], but if I have an answer for you on this situation before then I will let you know. If you would prefer to pay the repair bill [REDACTED] and wait for a refund from [REDACTED] that may be an option for you as well. I can guarantee that the offer I have made will stand, and you will be refunded that portion of the repair bill if you decide to pay it up front.

Thank you,

[REDACTED]
Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Delegateon [REDACTED] to advise how [REDACTED]'s portion of this repair is going to be paid.

From: [REDACTED] (P.)
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: FW: customer review

Mr. [REDACTED],

Good morning. I will have to do some research on this. I will forward this RO to our technical advisor for review. Generally the review can take up to [REDACTED], so I will schedule a follow up for [REDACTED]. The reason for your initial call was to help get the recall completed and the vehicle back in service as soon as possible, then the dealership found a fuel leak, is that correct?

Thank you,

[REDACTED]
Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

From: [REDACTED] >
Sent: [REDACTED]
To: [REDACTED] (P.) >
Subject: Fwd: FW: customer review

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

FYI - ?

jz

Next steps: CXS will follow up with Delegateon [REDACTED] to advise of [REDACTED] E invoice review.

activity complete

From: [REDACTED] (P.)
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED] I S D.

Mr. [REDACTED],

Good morning. I am hoping you might be able to help me out with a situation. [REDACTED] - [REDACTED] advised your dealership is processing [REDACTED] warranty repairs under your P&A code. Is that accurate? If so, I need to discuss a situation.

Thank you,

[REDACTED]
Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

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

Mr. [REDACTED]

Good morning. I am still working on getting this situation addressed. The repair estimate I was originally provided was for the replacement of a fuel filter housing due to a fuel leak. The repair bill you were provided includes a leak and repair of the fuel rail. This will likely be a situation where [REDACTED] will have to pay the repair bill then submit for a refund. That would be the way to get this vehicle back to you as quickly as possible. Otherwise we will have to wait for the repair to be processed through the dealership in [REDACTED] processing this repair. [REDACTED] - [REDACTED] is not actually a [REDACTED] dealership. I do apologize for the delay and time this is taking to get this situation addressed. This is a [REDACTED] off situation. I am going to set my next follow up for [REDACTED], but if I have an update for you before then, I will be sure to let you know.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to advise of status on assistance offer. What [REDACTED] R is this being processed under, do we have a repair quote at warranty rates yet for the entire job?

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

Mr. [REDACTED]

Thank you for your reply. I start at [REDACTED] and work till [REDACTED]. Please let me know when I can call or you can call me anytime, but I am taking calls all day, so I may end up having to call you back. I will include a little of the information just to give you a bit of a heads up I guess.

[REDACTED] I [REDACTED] had a [REDACTED] brought in to [REDACTED] a recall. I have been advised that they aren't an actual [REDACTED] dealership, but they use [REDACTED] or their mobile technicians to do the medium duty truck repairs that can't be done locally at the [REDACTED] dealership. I was advised initially that the mobile tech was working under the P&A for [REDACTED] Somewhere between when the repair started and when it completed, they stopped using the location in [REDACTED] as they don't seem to have the support staff to process the repairs. I was advised that it is now being handled by [REDACTED] I asked for a repair quote at warranty rates and made an assistance offer based on that [REDACTED] The repair has wrapped up and the customer has been provided a repair bill for [REDACTED] when [REDACTED] offering assistance as you know we have to get warranty rates for [REDACTED] and labor.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

From: [REDACTED] >
Sent: [REDACTED]
To: [REDACTED] (P.) >
Subject: RE: [REDACTED] I [REDACTED]

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

Yes Sir can we set up time for a call [REDACTED] I am currently filling in at another dealer due to a shortage of staffing

[REDACTED] Service Manager
[REDACTED] Orlando Med & Light Duty

" [REDACTED]

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

Mr. [REDACTED]

Good afternoon. I am still trying to figure out how this is being processed through [REDACTED]. I do apologize for not having any answers at this point. I will schedule my next follow up for [REDACTED], but I will let you know how this is going to be addressed as soon as I have more information. This is a [REDACTED] off type situation.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] I S D.

Mr. [REDACTED]

Do we have any information on this repair and the processing through your [REDACTED] location.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to advise of status on assistance offer.

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

Mr. [REDACTED]

Good morning. I will be able to offer the [REDACTED] towards the original repair. I was not made aware of the additional repair being done until it was complete. Please forward a copy of the paid in full invoice from [REDACTED]. I will also [REDACTED] an address for the check to be sent to and the name you would like the check to be made out to. I will get in touch with the [REDACTED] dealership actually processing this to get a refund started. I will schedule my next follow up for this coming [REDACTED]. I will provide an estimated time line on when the check should arrive after receiving the paid invoice, address for it to be mailed and the name for the check. This time can vary from dealership to dealership. It all depends on how often they generate check at that location.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

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

[REDACTED], we have paid the whole invoice so we could get our truck back. FYI
So if you are able to reimbursesome of the cost please make sure it comes to [REDACTED]

Thank you [REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to advise of status on assistance offer.

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

FYI

----- Forwarded message -----

From: [REDACTED]
Date: [REDACTED]
Subject: Re: [REDACTED]
To: [REDACTED]

[REDACTED] Here is a copy of the canceled check and a copy of the paid invoice is attached. Check should be made payable to [REDACTED] and have it come to either you or me that way we can get it coded correctly before Finance deposits it.
Thanks.

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

Mr. [REDACTED]

Good afternoon. I am still working with [REDACTED] at the [REDACTED] in [REDACTED] to get a partial refund check generated. I will follow up with you again before close of business on [REDACTED] at the latest. If we can get this done before then, I will be sure to let you know.

Thank you,

[REDACTED] Customer Experience Specialist
[REDACTED] option 1 then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to advise on refund check status.

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] I S D.

Mr. [REDACTED]

Good afternoon. I haven't heard back from anyone on this as of yet. I would like to offer a [REDACTED] refund on this repair. I will be happy to provide the [REDACTED] code for the refund. I just need a refund RO opened there at your dealership for this vehicle. I have a follow up scheduled for Mr. [REDACTED] on this scheduled for [REDACTED]. I am in the office until [REDACTED] due to a doctor's appointment.

Thank you,

[REDACTED] Customer Experience Specialist
[REDACTED] then 1 again ext. [REDACTED]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] I S D.

Mr. [REDACTED]

Good afternoon. Please let me know what I can do to help out with getting this [REDACTED] refund check generated. Is there someone specific I should call and ask for? I am scheduling my next follow up with Mr. [REDACTED] for [REDACTED]. I would really like to be able to give an ETA for this check to be sent out by then.

Thank you,

[REDACTED] Customer Experience Specialist
[REDACTED] option 1 then 1 again ext. [REDACTED]

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

Mr. [REDACTED]

Good afternoon. I am still working to get this refund check generated through the [REDACTED]. I am hoping to have this check processed by the [REDACTED] and I will schedule my next follow up for [REDACTED].

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

Next steps: [REDACTED] S will follow up with Mr. [REDACTED] on [REDACTED] to advise on refund check status.

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

Thank you for the update.

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

Mr. [REDACTED]
I am still working to get this refund check processed. I do apologize for the delay. I am getting my manager involved to try and help expedite this. I am out of the office on [REDACTED] for a doctor's appointment, so I will follow up again on [REDACTED].

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

Next steps: [REDACTED] S will follow up with Mr. [REDACTED] on [REDACTED] to advise on refund check status.

From: [REDACTED] (P.)
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED] (B.)
Subject: RE: [REDACTED] k I S D.

Mr. [REDACTED]

Good afternoon. I have not heard back from anyone regarding the [REDACTED] refund we are providing to [REDACTED] I S D. Please let me know if there is anything you need from me to get this going. I have a follow up scheduled for [REDACTED] but I would like to try and get this done before then if possible.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

[REDACTED] C to [REDACTED] R to request to speak with S/M [REDACTED]. I am calling about the [REDACTED] refund [REDACTED] is offering the [REDACTED] I S D for repairs done at [REDACTED]. Can we get a RO opened so I can provide you with a code for the refund? [REDACTED] advised he will get that done and have it in [REDACTED]'s email by [REDACTED]. [REDACTED] S advised I will reply back with any info still needed [REDACTED]. [REDACTED] thanked [REDACTED] his assistance.

Next steps: [REDACTED] S will follow up with Mr. [REDACTED] on [REDACTED] to advise on refund check status.

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

Mr. [REDACTED]

Thank you for your help with this.

RO # ([REDACTED])?
RO open date?
Refund RO ?
RO line number?

Check should be made payable to [REDACTED]

Attn: [REDACTED]

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED] (P.)
Cc: [REDACTED] (B.)
Subject: RE: [REDACTED]

[REDACTED] do you have the customer info I am trying to get this info over to you. [REDACTED]

[REDACTED] Service Manager

[REDACTED] Med & Light Duty

[REDACTED], FL [REDACTED]

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

RO # ([REDACTED])?
RO open date?
Refund RO ?
RO line number? 01

[REDACTED] Service Manager

[REDACTED] Med & Light Duty

[REDACTED], FL [REDACTED]

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

Mr. [REDACTED]

Here is your W02 code for the [REDACTED] refund, [REDACTED]. Can you advise how soon that check will be in the mail?

Check should be made payable to [REDACTED]

Attn: [REDACTED]

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

From: [REDACTED] P.)
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED]

Mr. [REDACTED],

Good morning. I just provided [REDACTED] at [REDACTED] with the code for your [REDACTED] refund check. I have asked for an ETA as to how soon the check will be in the mail, but I have not heard back yet. I will follow up on a weekly basis checking to see if you have received the refund check. My next follow up will be scheduled for [REDACTED]. It should be sent attention [REDACTED]. Please let me know once it has arrived. Thank you for your patience. I do apologize for how long this has taken.
Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to see if refund check has arrived yet?

From: [REDACTED] P.)
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED]

Mr. [REDACTED],

Good morning. I am checking to see if you have received the [REDACTED] refund check yet? I did not hear back from [REDACTED] at [REDACTED] with a timeline for the check to be in the mail. I will check back again with you [REDACTED], but if you receive the check before then, please let me know. Thank you for your patience.
Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to see if refund check has arrived yet?

From: [REDACTED] P.)
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED]

Mr. [REDACTED],

Good morning. I am checking to see if you have received your [REDACTED] refund check in the mail yet? I will check back with you again [REDACTED].

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to see if refund check has arrived yet?

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED] P.)
Subject: Re: [REDACTED]

No, I haven't received it yet.

jz

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] I S D.

Mr. [REDACTED]

Good afternoon. Has this check been mailed out yet? The customer seems to be getting frustrated with my emailed every few days asking if the check has arrived yet.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

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

Mr. [REDACTED]

Good afternoon. I have an email in to the service manager at [REDACTED] asking for verification if your check has been mailed out yet. I will let you know what I hear back on this, and I will check back again on or before close of business [REDACTED] to see if you have received the [REDACTED] refund yet.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to see if refund check has arrived yet?

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

Thank you for the update.

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

Mr. [REDACTED]

Good afternoon. Has the check arrived yet? I will be out starting [REDACTED] and returning the following [REDACTED]. I will check back with you on [REDACTED] unless I hear back from you that the check has arrived.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to see if refund check has arrived yet?

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

Mr. [REDACTED]

Good morning. I am checking in again to see if your refund check has arrived yet? I will check back with you again on [REDACTED].

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

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

Mr. [REDACTED]

Good morning. I am checking in again to see if your refund check has arrived yet? I will check back with you again on [REDACTED]

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

Next steps: [REDACTED] S will follow up with Mr. [REDACTED] on [REDACTED] to see if refund check has arrived yet?

[REDACTED] C to S/M [REDACTED] of [REDACTED] [REDACTED] requested verification on the refund check for [REDACTED] and their [REDACTED] refund we have been working on for a while. [REDACTED] advised his warranty admin said they were never provided a code for this refund. [REDACTED] reviewed the notes and provided the following [REDACTED] code and address this check should be mailed out to.

W02 code for refund is, [REDACTED]. Created [REDACTED]

Attn: [REDACTED]

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] I S D.

Mr. [REDACTED]

Good afternoon. I have located the code for this refund.

2 code for refund is, [REDACTED].

Attn: [REDACTED]

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

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

Mr. [REDACTED]

Good morning. I have an explanation for the delay, and it looks to have been my fault. I spoke with the service manager [REDACTED] at [REDACTED] [REDACTED]. He advised although a code was generated, it had not been provided to his warranty administrator to have that check processed. I provided the code on [REDACTED] and [REDACTED] advised they cut checks on [REDACTED] so the check should be in the mail as of [REDACTED]. I will check back with you again [REDACTED]. I apologize for the delay and several emails asking if the check has arrived. Hopefully [REDACTED]'s email could be my last if that check has arrived.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

Next steps: [REDACTED] S will follow up with Mr. [REDACTED] on [REDACTED] to see if refund check has arrived yet?

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

Thank you for the update.

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

Mr. [REDACTED]
Good morning. I am checking in to see if you have received the refund check yet? I will check back with you again [REDACTED] unless I hear back from you before then.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to see if refund check has arrived yet?

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] I S D.

Yes this was sent in for the request confirmed

[REDACTED] Service Manager
[REDACTED] Orlando Med & Light Duty

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

Mr. [REDACTED]
Good afternoon. S/M [REDACTED] verified the check was cut and has been put in the mail as of [REDACTED]. Have you received this check yet? I will check back with you again on [REDACTED] if I don't hear back from you that it has arrived.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to see if refund check has arrived yet?

From: [REDACTED]
Sent: [REDACTED] 9:55 AM
To: [REDACTED]
Subject: RE: [REDACTED]

Mr. [REDACTED]
Good morning. Has your refund check arrived yet? I will check back with you again on [REDACTED] I don't hear back from you that it has arrived.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to see if refund check has arrived yet?

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

Mr. [REDACTED],

Good morning. I am checking to see if the refund check has arrived yet? I will reach out again on [REDACTED], unless I hear back that the check has been received.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to see if refund check has arrived yet?

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

Mr. [REDACTED],

Good morning. I am checking to see if the refund check has arrived yet? I will reach out again on [REDACTED], unless I hear back that the check has been received.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to see if refund check has arrived yet?

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

Mr. [REDACTED],

Good morning. S/m [REDACTED] assures me that this check has been sent out. Can you please verify if it has arrived yet? I will check back with you again [REDACTED]

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

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

[REDACTED], can you check on this?

Thanks [REDACTED]

----- Forwarded message -----

From: [REDACTED] >
Date: [REDACTED]
Subject: Re: [REDACTED]
To: [REDACTED] >

[REDACTED]
Maybe he can verify what address the check was sent to and make sure it hasn't cleared the bank and an oversight on our team that it was received
Thanks

On [REDACTED] [REDACTED] [REDACTED] > wrote:
FYI

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to see if refund check has arrived yet?

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

Mr. [REDACTED],

Good morning. I am checking in to see if you have received the refund check. [REDACTED] does not show the check to have been cashed. I will check back with you again [REDACTED]

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to see if refund check has arrived yet?

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] I S D.

Mr. [REDACTED],

Good morning. [REDACTED] ISD still claims to not have received this check. Can you check to see if this check has cleared your bank. If it has been sent out and cashed by the [REDACTED] ISD? I am just trying to help them determine if it has possibly been misrouted once received.

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] then 1 again ext. [REDACTED]

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

Mr. [REDACTED],

Good morning. I am checking in again to see if you have received your [REDACTED] refund check? I have asked S/M [REDACTED] for verification the check has been cut, mailed out and I asked to see if the check has cleared their bank? I have not yet heard back from him on this. I will let you know what I am advised on that on or before my next follow up on [REDACTED]

Thank you,

[REDACTED] Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to see if refund check has arrived yet?

[REDACTED] OBC to [REDACTED] S/M [REDACTED] Call went to VM. [REDACTED] VM stating my name is [REDACTED] calling regarding the [REDACTED] refund check for [REDACTED] S D. I am trying to verify that the check has actually been generated and put in the mail. If it was already mailed out, when was that. Please call me back at [REDACTED] prompts [REDACTED] then EXT [REDACTED]. I am in the office until [REDACTED].

[REDACTED]

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

Mr. [REDACTED],

Good afternoon. I have not been able to reach S/M [REDACTED]. I have called and sent emails asking for verification that the check has been cut and put in the mail. I have asked for verification as to if this check has been cashed or not. I apologize for not having an answer for you on this. I will check back again [REDACTED]

Thank you,

[REDACTED]
Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

[REDACTED]

[REDACTED]

Next steps: CXS will follow up with Mr. [REDACTED] on [REDACTED] to see if refund check has arrived yet?

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

Mr. [REDACTED],

That is great news. I apologize for how long this has taken to final be received. As I will be completing your case, please look for an email in the next 24 [REDACTED] with a brief survey regarding your experience with me throughout the process. [REDACTED] and I value your candid feedback to understand how we can improve in the future.

Thank you,

[REDACTED]
Customer Experience Specialist

[REDACTED] option 1 then 1 again ext. [REDACTED]

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

[REDACTED] per: finance we have rec'd the check.
Thank you for your help.

[REDACTED]

CASE ATTACHMENTS:

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
PO Box :
[REDACTED]
[REDACTED]

INVOICE DATE	
[REDACTED]	
INVOICE NUMBER	
[REDACTED]	
CUSTOMER NO.	BRANCH
[REDACTED]	[REDACTED]
PAGE:1 of 6	

*** [REDACTED] ***

SOLD TO :

[REDACTED]
[REDACTED]
[REDACTED]

For Customer
Review

PO Box :
[REDACTED]
[REDACTED]

ANY WARRANTIES ON THE PRODUCTS PROVIDED BY [REDACTED] ARE SOLELY THOSE MADE BY THE PRODUCT MANUFACTURER. EXCEPT FOR THE LIMITED SERVICES WARRANTY SET FORTH IN THE SERVICE/COLLISION REPAIR AUTHORIZATION INPUT CARD BETWEEN [REDACTED] AND [REDACTED]. [REDACTED] EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, AND [REDACTED] NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH ANY SERVICES PROVIDED OR ANY PRODUCTS PROVIDED BY [REDACTED] IN CONNECTION WITH THE SERVICES. CORE PARTS MUST BE RETURNED IN THEIR ORIGINAL BOX. PART RETURNS MAY BE SUBJECT TO A RESTOCKING FEE.

CUSTOMER-PO	Order No.	MAIN-NUMBER	CUSTOMER-ADVISOR	SALES REP
-------------	-----------	-------------	------------------	-----------

Cash [REDACTED]

Cust Unit [REDACTED]
Phone # [REDACTED]

License #
Contact #

COMPLETION DATE:

UNIT: [REDACTED]

YEAR: [REDACTED] MAKE/MODEL: FORD/F650:FRH

SERIAL: [REDACTED]

MILEAGE: [REDACTED]

Date in Service....:
Engine Make/Model...: FORD/
Engine Serial No...:
Trans Model.....: /
Front Diff Model...:
Front Diff Serial...:
Rear Diff Model....:
Rear Diff Serial....:

Job 1 PERFORM STAGE 1 XPRESS CHECK

FOUND FUEL LEAKING FROM ENGINE SIDE FILTER WILL NEED A FILTER.

([REDACTED] on [REDACTED])

Sales Qty	UOM	Item #	Item Description	UnitRate	Per	Extension
-----------	-----	--------	------------------	----------	-----	-----------

LABOR SUBTOTAL:	[REDACTED]
PARTS SUBTOTAL:	[REDACTED]
MISC SUBTOTAL..	[REDACTED]
COUPON SUBTOTAL..	[REDACTED]
EPA SUBTOTAL..	[REDACTED]
SHOP SUBTOTAL..	[REDACTED]
MACH SUBTOTAL..	[REDACTED]
JOB SUBTOTAL..	[REDACTED]

Employee(s) on above job : , [REDACTED]

Job [REDACTED] ENGINE WARNING LIGHT ON - CHECK &

HOOKEED UP AND FOUND NO ACTIVE CODES. WILL NEED TO DO THE FUEL FILTERS

SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
----------	------------------	-----------	------------

Customer or Customer's Agent X _____

This invoice contains an itemized list of repairs and is part of, and subject to, the terms of the Service/Collision Repair Authorization Input Card prepared by [REDACTED] for Customer (#Terms*). Customer confirms its agreement to the Terms by its signature on the Terms, its signature on this invoice, or by authorizing payment of this invoice.

TERMS
CASH

** CONTINUED **

[REDACTED] GCCT

[REDACTED]
[REDACTED]
PO Box :
[REDACTED]
[REDACTED]

INVOICE DATE	
[REDACTED]	
INVOICE NUMBER	
[REDACTED]	
CUSTOMER NO.	BRANCH
[REDACTED]	[REDACTED]
PAGE:2 of 6	

*** [REDACTED] ***

SOLD TO :

[REDACTED]
[REDACTED]
[REDACTED] TX
[REDACTED]

For Customer Review

PO Box :
[REDACTED]
[REDACTED]

ANY WARRANTIES ON THE PRODUCTS PROVIDED BY [REDACTED] ARE SOLELY THOSE MADE BY THE PRODUCT MANUFACTURER. EXCEPT FOR THE LIMITED SERVICES WARRANTY SET FORTH IN THE SERVICE/COLLISION REPAIR AUTHORIZATION INPUT CARD BETWEEN [REDACTED] AND CUSTOMER, [REDACTED] EXPRESSLY DISCLAIMS ALL WARRANTIES, TRAVELS OR IMPLIED, AND [REDACTED] NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH ANY SERVICES PROVIDED OR ANY PRODUCTS PROVIDED TO CUSTOMER IN CONNECTION WITH THE SERVICES. CORE [REDACTED] MUST BE RETURNED IN THEIR ORIGINAL BOX. PART RETURNS MAY BE SUBJECT TO A RESTOCKING FEE.

CUSTOMER-PO	Order No.	MAIN-NUMBER	CUSTOMER-ADVISOR	SALES REP
Cash	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

AND RUNN THE TRUCK TO CHECK FOR ANY ACTIVE ON DEMAND CODES.
hooked up and found code for fuel high out of range. reset the
parameters due to leak. will send on a drie and re check.
hooked up found [REDACTED] turbo charger boost sytem performance
WILL NEED TO RUN TROUBLE SHOTING TREE M ON FUWL SYSTEM.
running troubleshooting tree m still in progress.
INSPECTED VOLTAGE VOLTAGE GOOD. CHECKED THE PARAMETES FOR THE LIFT
PUMP AND MONITORED PRESSURES. PRESSURES ARE GOOD. CHECKED RELATIVE
COMPRESSION CHECKED GOOD. CHECKED POWER BALANCE CHECKED GOOD. REMOVED
THE FUEL RETURN LINE AT THE FILTER AND INSTALLED ADAPTER TO THE
FILTER. RAN LIFT PUMP CHECKED FOR RETURN LINE HIGH PRESSURE. NONE
FOUND RE CONNECTED THE FUEL LINE. REMOVED THE RAIL FUEL PRESSURE
SENSOR AND CHECKE FOR DAMAGE NONE FOUND. REINSTALLED AND PERFORMED THE
FUEL RAIL RETURN. FUEL RETURN DID NOT CHANGE. REMOVED THE INTAKE TO
CHECK FOR DAMAGED SOLENOID OR METAL IN THE PUMP NONE FOUND TRUCK WILL
NEED FUEL RAIL ON DRIVER SIDE WITH FUEL PRESSURE SENSORS. REINSTALLED
ALL REMOVED [REDACTED] WAITING ON QUOTE.
removed driver side fender and bracket. removed fuel lines and removed
and replaced the fuel line. installed new manifold. tightened lines.
and cleared the codes installed the fender. test drove. no codes came

active. everything is okay at this time.

Sales Qty	UOM	Item #	Item Description	UnitRate	Per	Extension
[REDACTED]		FRD	MANIFOLD ASY - FUEL SUPPLY	[REDACTED]		[REDACTED]

SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
----------	------------------	-----------	------------

Customer or Customer's Agent X _____

This invoice contains an itemized list of repairs and is part of, and subject to, the terms of the Service/Collision Repair Authorization Input Card prepared by [REDACTED] for Customer (#Terms*). Customer confirms its agreement to the Terms by its signature on the Terms, its signature on this invoice, or by authorizing payment of this invoice.

TERMS
CASH

** CONTINUED **

GCCT

[REDACTED]

INVOICE DATE	
[REDACTED]	
INVOICE NUMBER	
[REDACTED]	
CUSTOMER NO.	BRANCH
[REDACTED]	[REDACTED]
PAGE:3 of 6	

*** [REDACTED] ***

SOLD TO :

[REDACTED]

For Customer
Review

[REDACTED]

ANY WARRANTIES ON THE PRODUCTS PROVIDED BY [REDACTED] ARE SOLELY THOSE MADE BY THE PRODUCT MANUFACTURER. EXCEPT FOR THE LIMITED SERVICES WARRANTY SET FORTH IN THE SERVICE/COLLISION REPAIR AUTHORIZATION INPUT CARD BETWEEN [REDACTED] AND CUSTOMER. [REDACTED] EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, AND [REDACTED] NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH ANY SERVICES PROVIDED OR ANY PRODUCTS PROVIDED TO CUSTOMER IN CONNECTION WITH THE SERVICES. CORE PARTS MUST BE RETURNED IN THEIR ORIGINAL BOX. PART RETURNS MAY BE SUBJECT TO A RESTOCKING FEE.

CUSTOMER- [REDACTED] Order No. MAIN-NUMBER CUSTOMER-ADVISOR SALES REP

Cash

EA FREIGHT

Shipping and Handling

EA

LABOR SUBTOTAL: [REDACTED]
PARTS SUBTOTAL: [REDACTED]
MISC SUBTOTAL.: [REDACTED]
COUPON SUBTOTAL.: [REDACTED]
EPA SUBTOTAL.: [REDACTED]
SHOP SUBTOTAL.: [REDACTED]
MACH SUBTOTAL.: [REDACTED]
JOB SUBTOTAL.: [REDACTED]

Employee(s) on above job : [REDACTED]

Job [REDACTED] SQUEAKING - CHECK & ADVISE

ALL BRAKES ARE AROUND [REDACTED]

([REDACTED] on [REDACTED] at [REDACTED])

Sales Qty	UOM	Item #	Item Description	UnitRate	Per	Extension
-----------	-----	--------	------------------	----------	-----	-----------

LABOR SUBTOTAL: [REDACTED]
PARTS SUBTOTAL: [REDACTED]
MISC SUBTOTAL.: [REDACTED]
COUPON SUBTOTAL.: [REDACTED]
EPA SUBTOTAL.: [REDACTED]
SHOP SUBTOTAL.: [REDACTED]
MACH SUBTOTAL.: [REDACTED]
JOB SUBTOTAL.: [REDACTED]

Employee(s) on above job : [REDACTED]

Job 5 PERFORM RECALL OR CAMPAIGN FORD

for campain recall 20m06. truck does not fit requirements code [REDACTED]

is not present in the ecm.

SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
----------	------------------	-----------	------------

Customer or Customer's Agent X _____

This invoice contains an itemized list of repairs and is part of, and subject to, the terms of the Service/Collision Repair Authorization Input Card prepared by [REDACTED] for Customer (#Terms*). Customer confirms its agreement to the Terms by its signature on the Terms, its signature on this invoice, or by authorizing payment of this invoice.

TERMS

[REDACTED]

** CONTINUED **

[REDACTED] GCCT

[REDACTED]

INVOICE DATE	
[REDACTED]	
INVOICE NUMBER	
[REDACTED]	
CUSTOMER NO.	BRANCH
[REDACTED]	[REDACTED]
PAGE:4 of 6	

*** [REDACTED] ***

SOLD TO :

[REDACTED]

For Customer
Review

[REDACTED]

ANY WARRANTIES ON THE PRODUCTS PROVIDED BY [REDACTED] ARE SOLELY THOSE MADE BY THE PRODUCT MANUFACTURER. EXCEPT FOR THE LIMITED SERVICES WARRANTY SET FORTH IN THE SERVICE/COLLISION REPAIR AUTHORIZATION INPUT CARD BETWEEN RUSH AND CUSTOMER. [REDACTED] EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, AND [REDACTED] NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH ANY SERVICES PROVIDED OR ANY PRODUCTS PROVIDED TO CUSTOMER IN CONNECTION WITH THE SERVICES. CORE PARTS MUST BE RETURNED IN THEIR ORIGINAL BOX. PART RETURNS MAY BE SUBJECT TO A RESTOCKING FEE.

CUSTOMER-PO	Order No.	MAIN-NUMBER	CUSTOMER-ADVISOR	SALES REP
-------------	-----------	-------------	------------------	-----------

Cash

Sales Qty	UOM	Item #	Item Description	UnitRate	Per	Extension
-----------	-----	--------	------------------	----------	-----	-----------

LABOR SUBTOTAL: [REDACTED]
PARTS SUBTOTAL: [REDACTED]
MISC SUBTOTAL.: [REDACTED]
COUPON SUBTOTAL.: [REDACTED]
EPA SUBTOTAL.: [REDACTED]
SHOP SUBTOTAL.: [REDACTED]
MACH SUBTOTAL.: [REDACTED]
JOB SUBTOTAL.: [REDACTED]

Employee(s) on above job : , [REDACTED]

Job 6 FUEL LEAK - CHECK & ADVISE

REMOVED AND REPLACED FUEL FILTERS. PRIMED THE FUEL SYSTEM. WILL NEED TO DRIVE AND CHECK ECM FOR ANY CODES AND BRAKE PROBLEMS.

Sales Qty	UOM	Item #	Item Description	UnitRate	Per	Extension
-----------	-----	--------	------------------	----------	-----	-----------

[REDACTED]	EA		FUEL FILTER ([REDACTED])	[REDACTED]	EA	[REDACTED]
------------	----	--	--------------------------	------------	----	------------

LABOR SUBTOTAL: [REDACTED]
PARTS SUBTOTAL: [REDACTED]
MISC SUBTOTAL.: [REDACTED]
COUPON SUBTOTAL.: [REDACTED]
EPA SUBTOTAL.: [REDACTED]
SHOP SUBTOTAL.: [REDACTED]
MACH SUBTOTAL.: [REDACTED]
JOB SUBTOTAL.: [REDACTED]

Employee(s) on above job : , [REDACTED]

SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
----------	------------------	-----------	------------

Customer or Customer's Agent X _____

This invoice contains an itemized list of repairs and is part of, and subject to, the terms of the Service/Collision Repair Authorization Input Card prepared by [REDACTED] for Customer (#Terms*). Customer confirms its agreement to the Terms by its signature on the Terms, its signature on this invoice, or by authorizing payment of this invoice.

TERMS
CASH

** CONTINUED **

GCCT

[REDACTED]

INVOICE DATE
INVOICE NUMBER
CUSTOMER NO.
PAGE: 1

*** [REDACTED] ***

SOLD TO : [REDACTED] ISD	For Customer Review [REDACTED]
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ANY WARRANTIES OF THE PRODUCTS PROVIDED BY [REDACTED] ARE SOLELY THOSE MADE BY THE PRODUCT MANUFACTURER. EXCEPT FOR THE LIMITED SERVICES WARRANTY SET FORTH IN THE SERVICE/COLLISION REPAIR AUTHORIZATION INPUT CARD BETWEEN [REDACTED] AND CUSTOMER, [REDACTED] EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, AND [REDACTED] NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH ANY SERVICES PROVIDED OR ANY PRODUCTS PROVIDED TO CUSTOMER IN CONNECTION WITH THE SERVICES. CORE PARTS MUST BE RETURNED IN THEIR ORIGINAL BOX. PART RETURNS MAY BE SUBJECT TO A RESTOCKING FEE.

CUSTOMER-PO	Order No.	MAIN-NUMBER	CUSTOMER-ADVISOR	[REDACTED] REP
Cash	[REDACTED]	[REDACTED]	[REDACTED]	

REMIT TO:

[REDACTED]

*TOTAL LABOR: [REDACTED]
*TOTAL PARTS: [REDACTED]
*TOTAL MISC.: [REDACTED]
*TOTAL COUPON.: [REDACTED]
*TOTAL EPA.: [REDACTED]
*TOTAL SHOP.: [REDACTED]
*TOTAL MACH.: [REDACTED]
*TOTAL INV.: [REDACTED]

SUBTOTAL	TAX STATUS/STATE	[REDACTED] TAX	PLEASE PAY
----------	------------------	----------------	------------

Customer or Customer's Agent X _____

This invoice contains an itemized list of repairs and is part of, and subject to, the terms of the Service/Collision Repair Authorization Input Card prepared by [REDACTED] for Customer (#Terms). Customer confirms its agreement to the Terms by its signature on the Terms, its signature on this invoice, or by authorizing payment of this invoice.	TERMS [REDACTED]
--	---------------------

** CONTINUED **

[REDACTED] GCCT

Box :

INVOICE DATE

INVOICE NUMBER

CUSTOMER NO.

PAGE:

*** ***

SOLD TO :

Customer
Review

Box :

ANY WARRANTIES ON THE PRODUCTS PROVIDED BY ARE SOLELY THOSE MADE BY THE PRODUCT MANUFACTURER. EXCEPT FOR THE LIMITED SERVICES WARRANTY SET FORTH IN THE SERVICE/COLLISION REPAIR AUTHORIZATION INPUT CARD BETWEEN AND CUSTOMER. EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH ANY SERVICES PROVIDED OR ANY PRODUCTS PROVIDED TO CUSTOMER IN CONJUNCTION WITH THE SERVICES. CORE PARTS MUST BE RETURNED IN THEIR ORIGINAL BOX. PART RETURNS MAY BE SUBJECT TO A RESTOCKING FEE.

CUSTOMER	Order No.	MAIN-NUMBER	CUSTOMER-ADVISOR	SALES REP
Cash				

SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
	EXEMPT/		
Customer or Customer's Agent X _____		This invoice contains an itemized list of repairs and is part of, and subject to, the terms of the Service/Collision Repair Authorization Input Card prepared by for Customer (#Terms*). Customer confirms its agreement to the Terms by its signature on the Terms, its signature on this invoice, or by authorizing payment of this invoice.	TERMS CASH



INVOICE DATE	
[REDACTED]	
INVOICE NUMBER/ACCT DOC NUMBER	
[REDACTED]	
CUSTOMER NO.	BRANCH
[REDACTED]	[REDACTED]
PAGE: [REDACTED]	

*** [REDACTED] ***
*** [REDACTED] ***

SOLD
TO : US

Service Invoice

SHIP
TO : [REDACTED] US

ANY WARRANTIES ON THE PRODUCTS PROVIDED BY [REDACTED] ARE SOLELY THOSE MADE BY THE PRODUCT MANUFACTURER. EXCEPT FOR THE LIMITED SERVICES WARRANTY SET FORTH IN THE [REDACTED] TERMS AND CONDITIONS OF SERVICE REFERENCED IN THE NOTE BELOW. [REDACTED] EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CORE PARTS MUST BE RETURNED IN THEIR ORIGINAL BOX. PART RETURNS MAY BE SUBJECT TO A RESTOCKING FEE.

CUSTOMER-PO Order No. MAIN-NUMBER CUSTOMER-ADVISOR [REDACTED] REP

Cash

Cust Unit [REDACTED]
Phone # [REDACTED]

License #
Contact #

COMPLETION DATE:

RTL UNIT:

YEAR: [REDACTED] MAKE/MODEL: [REDACTED]:FRH

SERIAL: [REDACTED]

MILEAGE: [REDACTED]

Date in Service....:

Front Diff Model...:

Engine Make/Model... FORD/

Front Diff Serial...:

Engine Serial No...:

Rear Diff Model....:

Trans Model.....: /

Rear Diff Serial...:

Job 1 PERFORM STAGE 1 XPRESS CHECK

FOUND FUEL LEAKING FROM ENGINE SIDE FILTER WILL NEED A FILTER.

(Tech [REDACTED] on [REDACTED])

Sales Qty	UOM	Item number	Item description	COR	Unit rate	Per	Extension
			LABOR SUBTOTAL:				
			PARTS SUBTOTAL:				
			MISC SUBTOTAL..:				
			COUPON SUBTOTAL..:				
			EPA FEE SUBTOTAL..:				
			SHOP SUPPLIES FEE...:				
			MACHINE CHARGE...:				
			JOB SUBTOTAL...:				

Employee(s) on above job : [REDACTED]

Job [REDACTED] ENGINE WARNING LIGHT ON - CHECK &

HOOKED UP AND FOUND NO ACTIVE CODES. WILL NEED TO DO THE FUEL FILTERS AND RUNN THE TRUCK TO CHECK FOR ANY ACTIVE ON DEMAND CODES.

hooked up and found code for fuel high out of range. reset the parameters due to leak. will send on a drie and re check.

hooked up found code [REDACTED] turbo charger boost sytem performance WILL NEED TO RUN TROU [REDACTED] SHOTING TREE M ON PUWL SYSTEM.

running troubleshooting tree m still in progress.

INSPECTED VOLTAGE VOLTAGE GOOD. CHECKED THE PARAMETES FOR THE LIFT PUMP AND MONITORED PRESSURES. PRESSURES ARE GOOD. CHECKED RELATIVE COMPRESSION CHECKED GOOD. CHECKED POWER BALANCE CHECKED GOOD. REMOVED THE FUEL RETURN LINE AT THE FILTER AND INSTALLED ADAPTER TO THE FILTER. RAN LIFT PUMP CHECKED FOR RETURN LINE HIGH PRESSURE. NONE FOUND RE CONNECTED THE FUEL LINE. REMOVED THE RAIL FUEL PRESSURE SENSOR AND CHECKE FOR DAMAGE NONE FOUND. REINSTALLED AND PERFORMED THE FUEL RAIL RETURN. FUEL RETURN DID NOT CHANGE. REMOVED THE INTAKE TO CHECK FOR DAMAGED SOLENOID OR METAL IN THE PUMP NONE FOUND TRUCK WILL NEED FUEL RAIL ON DRIVER SIDE WITH FUEL PRESSURE SENSORS. REINSTALLED



check # [REDACTED]



SUBTOTAL	TAX STATUS/STATE	TAX	PLEASE PAY
			CONTINUED
NOTE: THIS INVOICE CONTAINS AN ITEMIZED LIST OF REPAIRS AND PARTS AND IS SUBJECT TO THE TERMS AND CONDITIONS OF SERVICE INCLUDED ON THE SERVICE/COLLISION REPAIR AUTHORIZATION INPUT CARD AND LOCATED AT http://www.rushtruckcenters.com/rush-maintenance-and-repair-terms-of-service ("TERMS"). CUSTOMER CONFIRMS ITS AGREEMENT TO THE TERMS BY AUTHORIZING PAYMENT OF THIS INVOICE.			TERMS Due on Receipt

Customer or Customer's Agent X

GCCT



INVOICE DATE	
[REDACTED]	
INVOICE NUMBER/ACCT DOC NUMBER	
[REDACTED]	
CUSTOMER NO.	BRANCH
[REDACTED]	[REDACTED]
PAGE:2 of 05	

*** [REDACTED] ***
*** [REDACTED] ***

SOLD [REDACTED]
TO : US

Service Invoice

SHIP [REDACTED]
TO : [REDACTED]

ANY WARRANTIES ON THE PRODUCTS PROVIDED BY RUSH ARE SOLELY THOSE MADE BY THE PRODUCT MANUFACTURER. EXCEPT FOR THE LIMITED SERVICES WARRANTY SET FORTH IN THE RUSH TERMS AND CONDITIONS OF SERVICE REFERENCED IN THE NOTE BELOW, RUSH EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CORE PARTS MUST BE RETURNED IN THEIR ORIGINAL BOX. PART RETURNS MAY BE SUBJECT TO A RESTOCKING FEE.

CUSTOMER-PO Order No. MAIN-NUMBER CUSTOMER-ADVISOR SALES REP

Cash

ALL REMOVED PARTS. WAITING ON QUOTE.
removed driver side fender and bracket. removed fuel lines and removed
and replaced the fuel line. installed new manifold. tightened lines.
and cleared the codes installed the fender. test drove. no codes came
active. everything is okay at this time.

Sales Qty UOM	Item number	Item description	COR Unit rate	Per Extension
[REDACTED]	[REDACTED]:FRD	MANIFOLD ASY - FUEL SUPPLY	[REDACTED]	[REDACTED]
[REDACTED]	FREIGHT	Shipping and Handling	[REDACTED]	[REDACTED]
		LABOR SUBTOTAL:	[REDACTED]	
		PARTS SUBTOTAL:	[REDACTED]	
		MISC SUBTOTAL.:	[REDACTED]	
		COUPON SUBTOTAL.:	[REDACTED]	
		[REDACTED] FEE SUBTOTAL.:	[REDACTED]	
		SHOP SUPPLIES FEE.:	[REDACTED]	
		MACHINE CHARGE.:	[REDACTED]	
		JOB SUBTOTAL.:	[REDACTED]	

Employee(s) on above job : [REDACTED]

Job [REDACTED] SQUEAKING - CHECK & ADVISE

ALL BRAKES ARE AROUND [REDACTED]
([REDACTED] on [REDACTED])

Sales Qty UOM	Item number	Item description	COR Unit rate	Per Extension
		LABOR SUBTOTAL:	[REDACTED]	
		PARTS SUBTOTAL:	[REDACTED]	
		MISC SUBTOTAL.:	[REDACTED]	
		COUPON SUBTOTAL.:	[REDACTED]	
		[REDACTED] FEE SUBTOTAL.:	[REDACTED]	
		SHOP SUPPLIES FEE.:	[REDACTED]	
		MACHINE CHARGE.:	[REDACTED]	
		[REDACTED] SUBTOTAL.:	[REDACTED]	

Employee(s) on above job : [REDACTED]

Job 5 PERFORM RECALL OR CAMPAIGN [REDACTED]

for campaign recall 20m06. truck does not fit requirements code [REDACTED]
is not present in the ecm.

([REDACTED] on [REDACTED])

Sales Qty UOM	Item number	Item description	COR Unit rate	Per Extension
---------------	-------------	------------------	---------------	---------------

SUBTOTAL

TAX STATUS/STATE

SALES TAX

PLEASE PAY

CONTINUED

NOTE: THIS INVOICE CONTAINS AN ITEMIZED LIST OF PARTS AND PARTS AND IS
SUBJECT TO THE TERMS AND CONDITIONS OF SERVICE INCLUDED ON THE
SERVICE/COLLISION REPAIR AUTHORIZATION INPUT CARD AND LOCATED AT
[REDACTED]
AUTHORIZING PAYMENT OF THIS INVOICE.

TERMS
[REDACTED] on Receipt

Customer or Customer's Agent X

GCCT



██████████
██████████
██████████
██████████

INVOICE DATE	
██████████	
INVOICE NUMBER/ACCT DOC NUMBER	
██████████	
CUSTOMER NO.	BRANCH
██████████	██████████
PAGE: ██████████	

*** ██████████ ***
*** ██████████ ***

SOLD ██████████
TO : US

Service Invoice

SHIP ██████████
TO : ██████████

ANY WARRANTIES ON THE PRODUCTS PROVIDED BY RUSH ARE SOLELY THOSE MADE BY THE PRODUCT MANUFACTURER. EXCEPT FOR THE LIMITED SERVICES WARRANTY SET FORTH IN THE RUSH TERMS AND CONDITIONS OF SERVICE REFERENCED IN THE NOTE BELOW, RUSH EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CORE PARTS MUST BE RETURNED IN THEIR ORIGINAL BOX. PART RETURNS MAY BE SUBJECT TO A RESTOCKING FEE.

CUSTOMER-FO	Order No.	MAIN-NUMBER	CUSTOMER-ADVISOR	SALES REP
Cash	██████████	██████████	██████████	██████████

LABOR SUBTOTAL: 0.00
PARTS SUBTOTAL: 0.00
MISC SUBTOTAL.: 0.00
COUPON SUBTOTAL.: 0.00
EPA FEE SUBTOTAL.: 0.00
SHOP SUPPLIES FEE.: 0.00
MACHINE CHARGE.: 0.00
JOB SUBTOTAL.: 0.00

Employee(s) on above job : ██████████

Job 6 FUEL LEAK - CHECK & ADVISE

REMOVED AND REPLACED FUEL FILTERS. PRIMED THE FUEL SYSTEM. WILL NEED TO DRIVE AND CHECK ECM FOR ANY CODES AND BRAKE PROBLEMS.

(██████████ on ██████████)

Sales Qty	UOM	Item number	Item description	COR	Unit rate	Per	Extension
1	EA		FUEL FILTER (██████████)			EA	██████████
LABOR SUBTOTAL:					██████████		
PARTS SUBTOTAL:					██████████		
MISC SUBTOTAL.:					██████████		
COUPON SUBTOTAL.:					██████████		
EPA FEE SUBTOTAL.:					██████████		
SHOP SUPPLIES FEE.:					██████████		
MACHINE CHARGE.:					██████████		
SUBTOTAL.:					██████████		

Employee(s) on above job : ██████████

REMIT TO:

Rush Administrative Services

Rush Enterprises, Inc.

██████████
██████████

SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
██████████	██████████	██████████	CONTINUED

Customer or Customer's Agent X

NOTE: THIS INVOICE CONTAINS AN ITEMIZED LIST OF REPAIRS AND PARTS AND IS SUBJECT TO THE TERMS AND CONDITIONS OF SERVICE INCLUDED ON THE SERVICE/COLLISION REPAIR AUTHORIZATION INPUT CARD AND LOCATED AT [HTTP://WWW.RUSH.COM/RUSH-MAINTENANCE-AND-REPAIR-TERMS-OF-SERVICE](http://www.rush.com/rush-maintenance-and-repair-terms-of-service) ("TERMS"). CUSTOMER CONFIRMS ITS AGREEMENT TO THE TERMS BY AUTHORIZING PAYMENT OF THIS INVOICE.

TERMS
Due on Receipt



██████████	██████████
██████████	██████████
██████████	██████████
██████████	██████████

INVOICE DATE	
██████████	
INVOICE NUMBER/ACCT DOC NUMBER	
██████████	
CUSTOMER NO.	BRANCH
██████████	██████████
PAGE: ██████████	

*** ██████████ ***
*** ██████████ ***

SOLD	██████████
TO :	US

Service Invoice

SHIP	██████████
TO :	██████████

ANY WARRANTIES ON THE PRODUCTS PROVIDED BY RUSH ARE SOLELY THOSE MADE BY THE PRODUCT MANUFACTURER. EXCEPT FOR THE LIMITED SERVICES WARRANTY SET FORTH IN THE RUSH TERMS AND CONDITIONS OF SERVICE REFERENCED IN THE NOTE BELOW, RUSH EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CORE PARTS MUST BE RETURNED IN THEIR ORIGINAL BOX. PART RETURNS MAY BE SUBJECT TO A RESTOCKING FEE.

CUSTOMER-PO	Order No.	MAIN-NUMBER	CUSTOMER-ADVISOR	SALES REP
-------------	-----------	-------------	------------------	-----------

Cash	██
------	--

	*TOTAL LABOR:	██████████
	*TOTAL PARTS:	██████████
	*TOTAL MISC.:	██████████
	*TOTAL COUPON.:	██████████
	*██████████:	██████████
	*TOTAL SHOP.:	██████████
	*TOTAL MACHINE:	██████████

SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
			CONTINUED

Customer or Customer's Agent X _____

NOTE: THIS INVOICE CONTAINS AN ITEMIZED LIST OF REPAIRS AND PARTS AND IS SUBJECT TO THE TERMS AND CONDITIONS OF SERVICE INCLUDED ON THE SERVICE/COLLISION REPAIR AUTHORIZATION INPUT CARD AND LOCATED AT SERVICE (TERMS). CUSTOMER CONFIRMS ITS AGREEMENT TO THE TERMS BY AUTHORIZING PAYMENT OF THIS INVOICE.

TERMS
Due on Receipt



A

INVOICE DATE	
INVOICE NUMBER/ACCT DOC NUMBER	
CUSTOMER NO.	BRANCH
PAGE:5 of 05	

ST

SOLD

TO : US

Service Invoice

A

SHIP

TO :

ANY WARRANTIES ON THE PRODUCTS PROVIDED BY ARE SOLELY THOSE MADE BY THE PRODUCT MANUFACTURER. EXCEPT FOR THE LIMITED SERVICES WARRANTY SET FORTH IN THE TERMS AND CONDITIONS OF SERVICE REFERENCED IN THE NOTE BELOW, EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CORE PARTS MUST BE RETURNED IN THEIR ORIGINAL BOX. PART RETURNS MAY BE SUBJECT TO A RESTOCKING FEE.

CUSTOMER-PO	Order No.	MAIN-NUMBER	CUSTOMER-ADVISOR	SALES REP
Cash				

SUBTOTAL	TAX STATUS/STATE	SALES TAX	PLEASE PAY
	EXEMPT/		2555.74
Customer or Customer's Agent X		NOTE: THIS INVOICE CONTAINS AN ITEMIZED LIST OF REPAIRS AND PARTS AND IS SUBJECT TO THE TERMS AND CONDITIONS OF SERVICE INCLUDED ON THE SERVICE/COLLISION REPAIR AUTHORIZATION INPUT CARD AND LOCATED AT AUTHORIZING PAYMENT OF THIS INVOICE.	TERMS on Receipt

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
RESPONSE TEAM [REDACTED] Concern 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]: [REDACTED]
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: [REDACTED] MILEAGE:
BODY STYLE: [REDACTED] CREWCAB SRW
LAST NAME [REDACTED] MIDDLE: [REDACTED] | [REDACTED]
ADDRESS [REDACTED]
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Fluids | Fuel | UNKNOWN
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]
COMMENTS:
[REDACTED]

[REDACTED]®
Office: [REDACTED]
E-Fax: [REDACTED]
Inquiry Specialist, [REDACTED]
[REDACTED]
[REDACTED] Customer is asking for assistance with rental reimbursement and repair assistance
VIN [REDACTED]
A little [REDACTED]

Broke down on the side of the road
And it has been at the dealership for
[REDACTED] leaking fuel out the top
But no diagnosis so far.

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 : N/A
Part Number : N/A
Dealer Name : [REDACTED]
Dealer P&A : [REDACTED]
Dealer phone : [REDACTED]
VIN : [REDACTED]
Year : [REDACTED]
Make : [REDACTED]
Model : [REDACTED] DUTY
Mileage : [REDACTED]
Engine Specification : [REDACTED] T/C DSL
Transmission Specification : [REDACTED] AUTO [REDACTED] ([REDACTED])-LG DSL
Warranty Start Date : [REDACTED]
Open Recall/FSA : : 18N03: 18S45: 19G01: 19S48: 19S52: 20N04: 20M04: 20E07.
ESP : [REDACTED] NEW [REDACTED] PREMIUMCARE W/ROADSIDE
Hotline Contact : N/A
Warranty History : N/A

[REDACTED]®
Office: [REDACTED]
E-Fax: [REDACTED]
Inquiry Specialist, [REDACTED]
[REDACTED]
[REDACTED]
CXS-JOEL

[REDACTED]
[REDACTED]

[REDACTED] Ext. [REDACTED] : [REDACTED] from [REDACTED] about [REDACTED] T states that the [REDACTED] is leaking Diesel and [REDACTED] was towed to DLRSH on [REDACTED] It said that his SA was [REDACTED] advised the [REDACTED] of Recalls ([REDACTED] BLOCK HEATER WIRE ASSEMBLY - WATER INTRUSION OR CORROSION, [REDACTED] UNINTENDED TAILGATE OPENING, [REDACTED] CARPET SHIELDING AND INSULATION REWORK, & [REDACTED] POWERTRAIN CONTROL MODULE REPROGRAMMING). [REDACTED] conferenced in the DLRSH ([REDACTED]) with [REDACTED] ([REDACTED]) stated that they were behind and should have diagnosis by [REDACTED] states that he got a rental on his own. [REDACTED] provided the [REDACTED] T with the [REDACTED] number ([REDACTED]) prior to warm transfer. [REDACTED] provided the following information/steps to [REDACTED] : Case Number and [REDACTED] Contact Information NEXT STEPS: [REDACTED] F/U w/ [REDACTED] T obn [REDACTED] Customer Experience Specialist, [REDACTED] Team Office [REDACTED]

>>>>COPY KEY DATA>>>>> 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 : N/A Part Number : N/A Dealer Name : [REDACTED] SA : [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] DOOR LATCH FREEZING CONCERNS [REDACTED] BLOCK HEATER WIRE ASSEMBLY - WATER INTRUSION OR CORROSION [REDACTED] BLOCK HEATER CORD REPLACEMENT [REDACTED] UNINTENDED TAILGATE OPENING [REDACTED] CARPET SHIELDING AND INSULATION REWORK [REDACTED] STEERING LINKAGE DAMPER EXTENDED COVERAGE [REDACTED] POWER DOOR LOCK ACTUATOR FAILURE [REDACTED] POWERTRAIN CONTROL MODULE REPROGRAMMING ESP : [REDACTED]
[REDACTED] NEW [REDACTED] PREMIUMCARE W/ROADSIDE Hotline Contact : NONE Warranty History : NO RECENT REPAIR HISTORY ON [REDACTED] CLE

[REDACTED] Ext. [REDACTED] : OBC to DLRSH ([REDACTED]) for [REDACTED] about [REDACTED] spoke with SA ([REDACTED]) that the [REDACTED] picked up the [REDACTED] SA states that the fuel filter was cracked which was the cause of the diesel leak. [REDACTED] provided the following information/steps to [REDACTED] : Case Number and [REDACTED] Contact Information NEXT STEPS: [REDACTED] F/U w/ [REDACTED] on [REDACTED] Customer Experience Specialist, [REDACTED] Team Office [REDACTED]

[REDACTED] Ext. [REDACTED] : OBC to [REDACTED] about [REDACTED] spoke with SA ([REDACTED]) that the [REDACTED] picked up the [REDACTED] SA states that the fuel filter was cracked which was the cause of the diesel leak. [REDACTED] accepted Basic Maintenance - Diesel ESP ([REDACTED]) GWO. [REDACTED] S provided the following information/steps to [REDACTED] : Case Number and [REDACTED] Contact Information NEXT STEPS: [REDACTED] S will F/U w/ [REDACTED] T on [REDACTED] Customer Experience Specialist, [REDACTED] Team Office [REDACTED]

[REDACTED] ®
Team Lead
Email: [REDACTED]
Office: [REDACTED]
Mon. - Fri. [REDACTED] - [REDACTED] (Central)

[REDACTED] Submission for Case No: [REDACTED] has been transmitted.

[REDACTED] Ext. [REDACTED] : OBC to [REDACTED] about [REDACTED] attempted to speak with [REDACTED] accepted Basic Maintenance - Diesel ESP ([REDACTED]) not been added to the VIN yet. [REDACTED] sent a voicemail for F/U. [REDACTED] provided the following information/steps to [REDACTED] : Case Number and [REDACTED] Contact Information NEXT STEPS: [REDACTED] F/U w/ [REDACTED] on [REDACTED] Customer Experience Specialist, [REDACTED] Team Office [REDACTED]

[REDACTED] Ext. [REDACTED] : OBC to [REDACTED] about [REDACTED] spoke with [REDACTED] accepted Basic Maintenance - Diesel ESP ([REDACTED]) GWO has been added to the VIN yet. [REDACTED] provided the following information/steps to [REDACTED] : Case Number and [REDACTED] Contact Information NEXT STEPS: [REDACTED] F/U w/ [REDACTED] on [REDACTED] Customer Experience Specialist, [REDACTED] Team Office [REDACTED]

Approved to close [REDACTED] ® Customer Experience Operations Supervisor
[REDACTED] Office. [REDACTED] Ext. [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress
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 [REDACTED]
BODY STYLE: [REDACTED] CREWCAB SRW
LAST NAME [REDACTED] MIDDLE: [REDACTED]
ADDRESS: [REDACTED]
[REDACTED] COUNTRY: SOUTH MIAMI | FL | [REDACTED]
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Fluids | Engine Oil | Visible Leak
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]
COMMENTS:

[REDACTED] CONTACT VIA PHONE [REDACTED] Best time to call : anytime CUST SAYS: I'm just trying to get a resolution. I have an [REDACTED] and it has a leak of oil in the differential and it took [REDACTED] to get to the veh and they're still not able to diagnose it. I don't know what is happening and I don't know what to do. I don't have the veh and I can't use it so that's why I'm calling. PER CUST, [REDACTED] SAYS: they said they didn't look at it and they're waiting for the parts. [REDACTED] advised: I will be escalating this case to a Customer Experience Specialist. They will contact you through your preferred/best contact method within [REDACTED] to assist you. Basically what will happen is that they will communicate with the dlr [REDACTED] and determine what happened then they will be getting your side as well and advised the customer that the phone call will be from an [REDACTED] toll-free number.. Your case number is [REDACTED] SECONDARY FUEL FILTER LEAK

[REDACTED] Case Number : [REDACTED] Customer : [REDACTED] Business 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] Dealer P&A : [REDACTED]
[REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : [REDACTED]
[REDACTED] SUPER DUTY Mileage : [REDACTED] Engine Specification : [REDACTED] T/C DSL Transmission Specification : [REDACTED]
[REDACTED] Warranty Start Date : [REDACTED] Open Recall/FSA : [REDACTED] SECONDARY FUEL FILTER LEAK [REDACTED]
[REDACTED] RECONFIGURE THE RCM WITH AS-BUILT DATA ESP : N/A Hotline Contact : N/A Warranty History : N/A

[REDACTED] TO DEALERSHIP- [REDACTED] working with customer/vehicle- currently not at his desk. Agent opted to speak with [REDACTED] No answer, agent left message for [REDACTED] to recontact- provided case/customer/contact information for [REDACTED] regarding vehicle concerns/repair plan [REDACTED] Team [REDACTED] She | Her | [REDACTED] Office: [REDACTED] Ext. [REDACTED]

[REDACTED] TO DEALERSHIP- [REDACTED] working with customer/vehicle- Dealership is working on the diag now. [REDACTED] will be contacting the customer to have him come to the dealership to confirm a noise concern, humming noise coming from driver side. Differential will possibly need to be replaced, tech needs to pull it apart to see the extent of the damages. Dealer does not feel that it is necessary to contact hotline at this time. [REDACTED] says there may be a possibility that some parts may be on BO because there is other vehicles in that are experiencing the same concern and parts are not available. [REDACTED] with customer for more information/assistance [REDACTED] @ [REDACTED] Team [REDACTED] She | Her | [REDACTED] Office: [REDACTED] Ext. [REDACTED]

[REDACTED] C to customer- [REDACTED] Contact customer for more information/assistance. No answer, agent left message with case/contact information for [REDACTED] regarding vehicle concerns/customer expectations [REDACTED] @ [REDACTED] Team [REDACTED] She | Her | [REDACTED] Office: [REDACTED] Ext. [REDACTED]

[REDACTED] TO DEALERSHIP- [REDACTED] working with customer/vehicle- [REDACTED] with dealer for repair plan, inquire about B/O parts depending on repair recommendations. No copis has been created at this time. No answer, agent left message with case/contact information for [REDACTED] regarding repair plan/delay [REDACTED] @ [REDACTED] Team [REDACTED] She | Her | [REDACTED] Office: [REDACTED] Ext. [REDACTED]

[REDACTED] C to customer- [REDACTED] Contact customer for more information/assistance. Dealership verified that there was a leak, but has not informed the customer of what was causing the leak. Customer says the dealership is not able to put the vehicle on a lift, because they fear B/O part delay and they would lose space in the shop. Customer fears that the dealership will not properly and fully diagnose his vehicle. Customer was placed in a rental vehicle, covered under warranty. Customer says they gave him a regular truck and smells like cigarette smoke. Contact dealership to confirm if the vehicle has been diagnosed and parts have been ordered. [REDACTED] @ [REDACTED] Team [REDACTED] She | Her | [REDACTED] Office: [REDACTED] Ext. [REDACTED]

[REDACTED] TO DEALERSHIP- [REDACTED] working with customer/vehicle- [REDACTED] with dealer for repair plan, inquire about B/O parts. [REDACTED] says: Vehicle will be ready [REDACTED] Replaced front seal on differential which was the cause for the leak. Tech will be test driving again to ensure no further concerns. If no further symptoms dealer will be contacting customer later [REDACTED] or in the morning to come pick up the vehicle. Contact customer to inform of update per dealer [REDACTED] @ [REDACTED] Team [REDACTED] Office: [REDACTED] Ext. [REDACTED]

[REDACTED] to customer- [REDACTED] Inform customer of update per dealer: Tech will be test driving again to ensure no further concerns. If no further symptoms dealer will be contacting customer later [REDACTED] or in the morning to come pick up the vehicle. Customer is very thankful for repair update/follow up. Agent informed the customer that she will be contacting again [REDACTED] to ensure repair/customer satisfaction [REDACTED] @ [REDACTED] Team [REDACTED] She | Her | [REDACTED] Office: [REDACTED] Ext. [REDACTED]

[REDACTED] TO DEALERSHIP- [REDACTED] working with customer/vehicle- Confirm repairs have been completed and vehicle is returned back to customer [REDACTED] not at his desk, agent left message with receptionist for call back regarding vehicle repair status/completion [REDACTED] @ [REDACTED] Team [REDACTED] She | Her | [REDACTED] Office: [REDACTED] Ext. [REDACTED]

TO DEALERSHIP- UDEL S/A working with customer/vehicle- Confirm repairs have been completed and vehicle is returned back to customer. Customer picked up vehicle. F/U with customer for recap, offer good will maintenance plan due to time down. @ CX Truck Team. She/Her/ | Office: Ext. |

C to customer- F/U with customer for recap, offer good will maintenance plan due to time down. Customer says at this time he has not had any further issues with the vehicle. Agent offered the customer a good will limited maintenance plan, good for customer approves- Upload @ CX Truck Team. She/Her/ | Office: Ext. |

CASE NUMBER FOR GOOD WILL LIMITED MAINTENANCE PLAN

Case Progression Specialist

activity
Has been transmitted.

Joiner
Team Lead
Email: |
Office: ext. |
(Central)

C to customer- Recap and inform customer that the good will ESP (limited maintenance plan) is currently active within system, and is available for him to utilize on his next servicing. No answer, agent left detailed message and informed customer of update. Send customer recap email Create safety net for sup review to resolve case. @ CX Truck Team. She/Her/ | Office: Ext. |

OBE/Recap to customer. From: | Sent: | To: |
Subject: Hello Mr. |, in reference to Case Number. | Thank you for contacting | and allowing us to assist you with your |. I am glad we were able to assist | with repairing your vehicle. Please be advised that the good-will extended maintenance plan is currently active with | systems, and is available for you to use at any | dealership within the |. If you have any questions or concerns regarding this case, or any additional comments or feedback, please do not hesitate to reach out to me directly at | or by email at |. I am unavailable, please leave me a detailed message and I will return your call as soon as possible. Please reference the case number indicated above for a quicker response. Please look for an email within the next few days that includes a brief survey regarding your experience with me in completing your case. 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 | family. @ CX Truck Team. She/Her/ | Office: Ext. |

CASE ATTACHMENTS:



CASE NUMBER [REDACTED]
OPEN [REDACTED] CLOSED [REDACTED]
RESPONSE TEAM [REDACTED] 1 Chat NA CRC
CASE [REDACTED]: Recall | General/Other | |
DEALER NAME:
PA CODE: DLR SALES CODE:
VIN: [REDACTED] MODEL YEAR [REDACTED]
BODY STYLE: [REDACTED] CREWCAB SRW
LAST NAME [REDACTED] NAME MIDDLE: | |
ADDRESS:
[REDACTED] ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak
ANALYST NAME [REDACTED]
COMMENTS:
[REDACTED]

STATUS: Information Provided
BUSINESS UNIT NAME [REDACTED]
COMMUNICATION: Chat
REGION: ZONE:
MODEL: [REDACTED] SUPER DUTY MILEAGE:
OPEN ANALYST NAME [REDACTED]

Hi, [REDACTED] Thank you so much for your patience with our longer than normal hold time. My name is [REDACTED].
How may I help you [REDACTED]?
You [REDACTED]
I have a GSA Fleet vehicle that had the secondary fuel filter start leaking
I was told by my [REDACTED] that you guys have a recall on the filter container
[REDACTED] you for chatting in [REDACTED]. I will be happy to assist with checking on this recall. [REDACTED]
[REDACTED]
You [REDACTED]
Thank you for your patience. Currently, [REDACTED] I am not seeing that the vehicle has a recall on the fuel filter.
You can visit [REDACTED] to view the recalls for the vehicle.
You [REDACTED]
ok thanks... I will just deal with a local shop then.
[REDACTED] [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]
OPEN [REDACTED] CLOSED [REDACTED]
RESPONSE TEAM: US Customer [REDACTED] NA CRC
CASE [REDACTED]: [REDACTED] cle Concern | Repair Assistance | |
DEALER NAME [REDACTED]
PA CODE [REDACTED] SALES CODE [REDACTED]
VIN: [REDACTED] MODEL YEAR [REDACTED]
BODY STYLE: [REDACTED] CREWCAB SRW
LAST NAME [REDACTED] MIDDLE: [REDACTED] [REDACTED] [REDACTED]
ADDRESS [REDACTED]
[REDACTED] COUNTRY: [REDACTED] E | [REDACTED] | [REDACTED]
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak
ANALYST NAME [REDACTED]
COMMENTS: [REDACTED]

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

OPEN ANALYST NAME [REDACTED]

[REDACTED] office: [REDACTED] ext: [REDACTED] elax: [REDACTED] Work Hours: [REDACTED]
[REDACTED] Cust best contact [REDACTED] To drl spoke [REDACTED]
in service haven't looked at the veh yet. Cust concern is leaking fuel antenna. RO [REDACTED] RO Line #C RO
Start Date: [REDACTED] Mileage: [REDACTED] Where is the vehicle located: [REDACTED] h is at drl Is cust in a baner or rental: N Next
steps: Set follow up.

Case Number : [REDACTED] Customer : [REDACTED] Business Ph : [REDACTED]
Home Ph : [REDACTED] Mobile Ph : [REDACTED] LTV Score : 84 [REDACTED] cle Purchase Status : Original
Ownr : [REDACTED] Credit Contract Number : N/a Part Number : N/a Dealer Name [REDACTED]
Dealer P&A : [REDACTED] Dealer ph : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED]
Model : [REDACTED] Engine Specification : [REDACTED] V8 T/C DSL [REDACTED]
Transmission Specification : [REDACTED] AUTO TRANS ([REDACTED]) -LG DSL Warranty Start Date : [REDACTED] Open
Recall/FSA : [REDACTED] DOOR LATCH FREEZING CONCERNS [REDACTED] POWER DOOR LOCK ACTUATOR
FAILURE ESP : [REDACTED] NEW [REDACTED] PREMIUMCARE W/ROADSIDE Hotline Contact : N/a
Warranty History : [REDACTED] DEALER: [REDACTED]

[REDACTED] office: [REDACTED] ext: [REDACTED] elax: [REDACTED] Work Hours: [REDACTED]
[REDACTED] To drl spoke with [REDACTED] in service. He informed me that [REDACTED]
[REDACTED] She will be back [REDACTED] Next Steps; Set follow up.

No Data in uptime. [REDACTED]
[REDACTED] office: [REDACTED] ext: [REDACTED] elax: [REDACTED] Work Hours: [REDACTED]
[REDACTED] Cust best contact [REDACTED]
[REDACTED] a voicemail [REDACTED] To obtain a status up date on the cust concern is
leaking fuel and antenna. RO [REDACTED] RO Line #C RO Start Date: [REDACTED] Mileage: [REDACTED] Where is the vehicle
located: [REDACTED] h is at drl Next steps: Send portal message.

EMAIL sent to drl From: [REDACTED] Sent: [REDACTED] To: [REDACTED]
[REDACTED] Subject: [REDACTED]
Hello, Can you provided the status update on the customers vehicle. What are the diagnoses and the tech
findings. Do you do deliveries of vehicles once vehicles are repaired? Does Dealer have a clear path to repair
the vehicle? Hotline contacted? Multiple Past Repairs for same issue? If so how many? Repair warrantable?
Is this an insurance case? Has t [REDACTED] been an insurance claim? Are repairs [REDACTED] a previous insurance claim
or an existing insurance claim? Maintenance up to date? Signs of Neglect/ Poor Maintenance? Verify it's not
a regular wear and tear item or part of maintenance? Customers Loyalty to the dealer? Warranty Parts Cost?
Warranty Labor Cost? Total Cost? Verify your P&A Code? What is the dealership plan of action for repairs?

[REDACTED] office: [REDACTED] ext: [REDACTED] elax: [REDACTED] Work Hours: [REDACTED]
[REDACTED] To drl spoke with [REDACTED] to obtain a status update. Next steps:
Call drl back

[REDACTED] office: [REDACTED] ext: [REDACTED] elax: [REDACTED] Work Hours: [REDACTED]
[REDACTED] To drl [REDACTED] I informed him that I was calling to obtain a
status updated on the cust ven. Next Steps: Set follow up.

[REDACTED] office: [REDACTED] ext: [REDACTED] elax: [REDACTED] Work Hours: [REDACTED]
[REDACTED] Voicemail [REDACTED] he said the ven was repaired and picked up.
[REDACTED] To drl [REDACTED] I asked him what is the tech finding and what was preformed. Found fuel filter leaking
on the top secondarily filter. They replaced the secondarily leak on filter R.o was closed on the [REDACTED] Next
Steps: Set follow

[REDACTED] office: [REDACTED] ext: [REDACTED] elax: [REDACTED] Work Hours: [REDACTED]
[REDACTED] To cust a man answered. I asked him could I speak to [REDACTED] He
said I have the wrong number and he doesnt own a [REDACTED] veh. I thanked him. Next Steps; Set follow up

[REDACTED] office: [REDACTED] ext: [REDACTED] elax: [REDACTED] Work Hours: [REDACTED]
[REDACTED] To drl spoke with [REDACTED] service. I informed him the contact
number I have is incorrect on [REDACTED] case. He said that is [REDACTED] or [REDACTED] old numbers they have and [REDACTED] contact
number which is [REDACTED]. Next steps: Set follow up.

[REDACTED] office: [REDACTED] ext: [REDACTED] elax: [REDACTED] Work Hours: [REDACTED]
[REDACTED] To cust ph [REDACTED] didnt ring. Next Steps: Call cust again. [REDACTED] ph
did not ring. Next Steps: Set follow up

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]
OPEN [REDACTED] CLOSED:
RESPONSE TEAM: US [REDACTED]mer [REDACTED] NA CRC
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]
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]
HOME PHONE [REDACTED]
SYMPTOMS: Driving Performance | Hesitates/Stumble | Acceleration | Always
ANALYST NAME: SYSTEM
COMMENTS:

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

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

[REDACTED] CXS EXT [REDACTED] CXS sent OBE to [REDACTED] My name is [REDACTED]
a [REDACTED] Specialist here at [REDACTED]. I am a part of the [REDACTED] has
Roadside assistance proactive team. The role of [REDACTED] Specialist. [REDACTED]
a program in place for customer who use Roadside assistance case is generated. Our goal as a Roadside
Assistances Proactive [REDACTED] Specialist. We partner with our dealerships to ensure that the
customer as more than enough support [REDACTED] the dealership service department and their [REDACTED]
Specialist. To provide the best service through the repair process. I am looking forward to
working with you all on getting the customer vehicle repaired. Can you please tell me RO- Open date-
[REDACTED]mer concern- Is customer in loaner/rental- Diagnosis including any codes- Repair- Part- including part
number. Thank you for being a Loyal [REDACTED]mer! [REDACTED] Specialist/
[REDACTED] CX Team _ O: [REDACTED] ext. [REDACTED]
No Data Found [REDACTED] Specialist. [REDACTED]
[REDACTED] office: [REDACTED] ext. [REDACTED] elax [REDACTED] work Hours: [REDACTED]
I am looking for [REDACTED] Spoke with [REDACTED] in service, she said
company could have dropped off the ven and it didnt turn in the keys. They would have to make velvet walk
the whole But he advised me that it is no cust in there system under that last name or under the vin number
didnt say it has been there. Next Steps; Set follow up.
No Data Found [REDACTED] Specialist. [REDACTED]
[REDACTED] office: [REDACTED] ext. [REDACTED] elax [REDACTED] work Hours: [REDACTED]
I am looking for [REDACTED] Spoke with [REDACTED] in service, she said
company could have dropped off the ven and it didnt turn in the keys. They would have to make velvet walk
the whole But he advised me that it is no cust in there system under that last name or under the vin number
didnt say it has been there. Next Steps; Set follow up.
Case Number : [REDACTED]mer : [REDACTED] Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 87 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] T/C DSL [REDACTED]
Transmission Specification : [REDACTED] AUTO TRANS ([REDACTED]) -LG DSL Warranty Start Date : [REDACTED] Open
Recall/FSA : [REDACTED] DOOR LATCH FREEZING CONCERNS [REDACTED] POWER DOOR LOCK ACTUATOR
FAILURE [REDACTED] POWERTRAIN CONTROL MODULE REPROGRAMMING [REDACTED] UNINTENDED
TAILGATE OPENING ESP : n/a Hotline Contact : n/a Warranty History : [REDACTED] DEALER: [REDACTED]
[REDACTED] WARRANTY CLAIM NUMBER: [REDACTED] CONDITION
DESCCHAFED, EXCESSIVE WEAR, FRAYED LABOR [REDACTED]
[REDACTED] Specialist. [REDACTED]
[REDACTED] office: [REDACTED] ext. [REDACTED] elax [REDACTED] work Hours: [REDACTED]
[REDACTED] C to [REDACTED] spoke with: [REDACTED] in service. He said the ven is not there
and ven was last there on [REDACTED] stated the fuel odor present and leaking [REDACTED] the housing. It shows it
was a lot of work done. Next Steps; Set follow up.
[REDACTED] Specialist. [REDACTED]
[REDACTED] office: [REDACTED] ext. [REDACTED] elax [REDACTED] work Hours: [REDACTED]
[REDACTED] C to [REDACTED] spoke with: [REDACTED] service she said she is going to get
me over to warranty to verify the repairs was covered under warranty. Next steps: Set follow up.
email received [REDACTED] drl. From: [REDACTED] Sent: [REDACTED] To: [REDACTED]
[REDACTED] Subject: RE: PLEASE REMOVE [REDACTED] HE NO LONGER WORKS FOR BILL
[REDACTED] Hello. Can you informed me if the repairs completed on [REDACTED] was covered under warranty or not?
From: [REDACTED] Sent: [REDACTED] To: [REDACTED]
Subject: PLEASE REMOVE [REDACTED] HE NO LONGER WORKS FOR BILL [REDACTED] WARNING: This
message originated outside of [REDACTED] Use caution when opening attachments, clicking links,
or responding. PLEASE ADD [REDACTED]
[REDACTED] dealer Agent was placed on hold. Agent was
transferred to [REDACTED] line. Agent left vm message requesting a callback obc/ dealer
message for SM [REDACTED] and requested a call back to address vm obc/ dealer [REDACTED] was given the last 8 of
the vin to verify if repairs were covered under warranty. [REDACTED] states [REDACTED] was on the veh. SA [REDACTED] was
over the veh. [REDACTED] states he will reach out to WA and SA to see if repairs were covered under warranty.
Next Steps: wait on update on repairs and reach out to cust to offer awg if possible.
[REDACTED]mer Relationship Center - Truck Team CXS [REDACTED]
[REDACTED] office: [REDACTED] ext. [REDACTED]

IBE FROM DEALER

Good afternoon.

[REDACTED] dtd [REDACTED]-customer listed as [REDACTED] per [REDACTED] [REDACTED] SD per veh
vin # [REDACTED]; [REDACTED] Advisor

'This' [REDACTED] has been reviewed 'today' by the Service management team.

There is 'no warranty items in 'this' RO.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]
OPEN [REDACTED] CLOSED [REDACTED]
RESPONSE TEAM: US [REDACTED] bmer [REDACTED] NA CRC
CASE [REDACTED]: Vehicle Concern | Repair Assistance | Clear Path to Repair |
DEALER NAME [REDACTED]

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

[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] [REDACTED]

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]

No Data Found [REDACTED] bmer [REDACTED] Specialist, [REDACTED]
[REDACTED] office: [REDACTED] ext: [REDACTED] fax: [REDACTED] work Hours: [REDACTED]
[REDACTED] name [REDACTED] contact number [REDACTED]
[REDACTED] to [REDACTED] spoke with: [REDACTED] in service. She informed me that his appointment
The cust did come in [REDACTED] is suppose to be getting a loaner. The veh is there [REDACTED] who is also
the S/m [REDACTED] R/o [REDACTED] Left a voicemail to the s.m to found out if they have started the diagnosis. Next
Steps; Set follow up

[REDACTED]

Case Number : [REDACTED] bmer : [REDACTED] Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 93 Vehicle Purchase Status : Original
Owner : [REDACTED] Credit Contract Number : n/a Part Number : n/a Dealer Name : [REDACTED]
[REDACTED] A : [REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : F-
SERIES SUPER DUTY Mileage : [REDACTED] Engine Specification : [REDACTED] HPCR vs T/C DSL Transmission
Specification : 6 SP AUTO TRANS [REDACTED] LG DSL Warranty Start Date : [REDACTED] Open Recall/FSA : :
[REDACTED] UNINTENDED TAILGATE OPENING [REDACTED] CARPET SHIELDING AND INSULATION REWORK
STEERING LINKAGE DAMPER EXTENDED COVERAGE [REDACTED] POWERTRAIN CONTROL
MODULE REPROGRAMMING [REDACTED] UNINTENDED TAILGATE OPENING ESP : [REDACTED] NEW
[REDACTED] PREMIUMCARE W/ROADSIDE Hotline Contact : n/a Warranty History : n/a

[REDACTED]

[REDACTED] bmer [REDACTED] Specialist, [REDACTED]
[REDACTED] office: [REDACTED] ext: [REDACTED] fax: [REDACTED] work Hours: [REDACTED]
[REDACTED] name [REDACTED] contact number [REDACTED]
[REDACTED] to [REDACTED] spoke with: [REDACTED] in service. She informed me that the ven was there on [REDACTED] the ven is no
longer there. Veh was picked up on [REDACTED] Veh was towed in. Drl found that a fuel leak and engine filter was
leaking under hood. They replaced the filters and clean the leaks. Repairs was covered under warranty
repairs. Closing mileage [REDACTED] s.a name [REDACTED]. Next steps: Set follow up.

[REDACTED]

[REDACTED] bmer [REDACTED] Specialist, [REDACTED]
[REDACTED] office: [REDACTED] ext: [REDACTED] fax: [REDACTED] work Hours: [REDACTED]
[REDACTED] name [REDACTED] best contact number [REDACTED] to [REDACTED] spoke with: [REDACTED] To
cust he informed me that he hasnt reviewed the offer. Smells really bad coming form the hood he been
meaning to call me about it. Next Steps; Set follow up.

[REDACTED]

[REDACTED] bmer [REDACTED] Specialist, [REDACTED]
[REDACTED] office: [REDACTED] ext: [REDACTED] fax: [REDACTED] work Hours: [REDACTED]
[REDACTED] name [REDACTED] best contact number [REDACTED] to [REDACTED] spoke with: [REDACTED] in
service. I informed her that the cust needs to set up appointment. She informed me that someone will be
giving him a call. Next steps; Set follow up

[REDACTED]

[REDACTED] bmer [REDACTED] Specialist, [REDACTED]
[REDACTED] office: [REDACTED] ext: [REDACTED] fax: [REDACTED] work Hours: [REDACTED]
[REDACTED] to cust answered I did my opening greeting and cust hung up. Next
steps: Call back [REDACTED] To cust didnt answer left a voicemail to cust to speak with him about his appointment.
Next steps: Set follow up.

[REDACTED]

[REDACTED] bmer [REDACTED] Specialist, [REDACTED]
[REDACTED] office: [REDACTED] ext: [REDACTED] fax: [REDACTED] work Hours: [REDACTED]
[REDACTED] to [REDACTED] spoke with: [REDACTED] in service. No appointment showing he have
Next steps: Set follow up.

[REDACTED]

[REDACTED] bmer [REDACTED] Specialist, [REDACTED]
[REDACTED] office: [REDACTED] ext: [REDACTED] fax: [REDACTED] work Hours: [REDACTED]
[REDACTED] to cust didnt answer. I left him a voicemail to get his appointment
scheduled. Next steps: Set follow up.

[REDACTED]

[REDACTED] bmer [REDACTED] Specialist, [REDACTED]
[REDACTED] office: [REDACTED] ext: [REDACTED] fax: [REDACTED] work Hours: [REDACTED]
[REDACTED] to cust didnt answer I left a voicemail to verify if he has schedule a
appointment. Next steps: Set follow up.

[REDACTED]

[REDACTED] bmer [REDACTED] Specialist, [REDACTED]
[REDACTED] office: [REDACTED] ext: [REDACTED] fax: [REDACTED] work Hours: [REDACTED]
[REDACTED] to [REDACTED] spoke with: [REDACTED] in service she informed me that the cust
doesnt have appointment set up. Next steps: Set follow up.

[REDACTED]

[REDACTED] bmer [REDACTED] Specialist, [REDACTED]
[REDACTED] office: [REDACTED] ext: [REDACTED] fax: [REDACTED] work Hours: [REDACTED]
[REDACTED] to cust he informed me that that he has not set up a appointment he
took care of the smell himself. I informed him that he I will be sending him a recap email. He said ok great.
Next steps; Set follow up.

[REDACTED]

email sent to cust From: [REDACTED] Sent: [REDACTED] To: [REDACTED]
Subject: RE: [REDACTED] CRM: [REDACTED] Thank you for your responses, The [REDACTED] debit card
will be sent out by Postal [REDACTED] all I would need [REDACTED] you is a mailing address you like to have the card sent.
For you to receive the [REDACTED] debit card. It does take a week in [REDACTED] to be sent out. That is great to hear I
am glad we was able to provide a prompt service to you [REDACTED] I do apologize the experience you
endured and the horrible smell If the smell becomes unbearable please advise me or with [REDACTED] at [REDACTED]
[REDACTED] to get the concern address.

OBC to CUST No answer. LVM to confirm mailing address. Next Steps: Send SMS Follow Up: [REDACTED]
Confirm cust mailing address. If no reply, recap and resolve [REDACTED] @ Customer Relationship
Center – Truck Team CXS [REDACTED]. Office: [REDACTED] ext. [REDACTED]

Roadside Proactive Case

Case Progression Specialist

Morley activity [REDACTED]
For Consequential Expenses ([REDACTED] Gift Card), has transmitted.

Was unable to update the VOR.

Proactive Roadside Case.

Great job having everything in this case needed for transmission!!

[REDACTED] ®
[REDACTED]

Lead Agent

Email: [REDACTED]

Office: [REDACTED]

Mon. – Fri. [REDACTED] (Central)

[REDACTED] Customer Experience Specialist, [REDACTED] Team [REDACTED]

office: [REDACTED] ext: [REDACTED] efax: [REDACTED] Work Hours: [REDACTED]

[REDACTED] from [REDACTED] to cust didnt answer. I left a voicemail informing cust his debit card has
been sent out and he will be receiving a recap email as well. Next steps:Close case.

CASE ATTACHMENTS:

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Debit Card Reimbursement Template

Case #:
Primary Reason for Reimbursement Offer(s): "Consequential"
Is this reimbursement due to a parts delay: No
Part Name/Number:
Date or Expected Date of Vehicle Repair:
Is there a risk for a Buyback Request: No
GCCT Case #:
Customer Information
Name
Mailing Address:
Mailing Address Verified: Enter yes
Is the customer a Citizen of : no
VIN #:
Reimbursement Information (fill in type entered in Case)
Consequential Expense Reimbursement: supporting documents attached to case
Amount:
Vehicle Payment Reimbursement: N/A
Amount: N/A
Rental Reimbursement: N/A
Amount: N/A
(#13 in Submission Form) Reason for Customer Reimbursement: Consequential Expenses = CONEXP, Rentals = RENTAL
Causal Part Number: N/A
Amount:

Program	Case Number	CRM #	P&A	Region	Status Date	Status	Create Date	Make	Model	Year	Customer
Cash Settlement/Debit Card						Payment Confirmed		Ford	F-250	2019	

Export options: [Excel](#) | [PDF](#)

CASE NUMBER: [REDACTED] STATUS: Information Provided

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

RESPONSE TEAM [REDACTED] Concern 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] DUTY MILEAGE [REDACTED]

BODY STYLE: [REDACTED] CREWCAB SRW

LAST NAME [REDACTED] MIDDLE: [REDACTED]

ADDRESS [REDACTED]

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

HOME PHONE [REDACTED]

SYMPTOMS: Start/Run/Move | Fluids | Diesel Exhaust Fluid | UNKNOWN

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

COMMENTS:

[REDACTED]

EMAIL : [REDACTED] BCM: [REDACTED] Cust Says : I got my truck on the shop its for a [REDACTED] I am looking on a computer that there is a recall for [REDACTED] and the [REDACTED] dlr said that it's not under recall. So I am calling to see how [REDACTED] Can help me with this repair. Cust per dlr says : N/A Crc adv : Thank you for reaching out to [REDACTED] y 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] to dlr : [REDACTED] Tel: [REDACTED]

Fax: [REDACTED] Spoke to [REDACTED] is leaking in diesel Cost estimate replacing fuel filters and re flushing the computer system for [REDACTED] Estimate

[REDACTED] recall fuel filter top developing pin hole and squirting fuel out. VOR [REDACTED] [REDACTED] Advised cust that the recall he is speaking of is not reflecting under his VIN. I advised that I can get the cost of repairs and see if there are any programs available that will allow us to assist with some of the cost. NEXT STEP: f/u with dlr for cst details [REDACTED] ® [REDACTED] office: [REDACTED]

[REDACTED] spoke with a gentleman in the service department and he was able to let me know cust bought veh in today for a fuel filter leak. Says he did not see the recall that cust was referring to listed under his VIN. He was not able to provide the cost of parts and labor at a warranty rate. He did not have that available RO #: [REDACTED] RO line #: [REDACTED] open date: [REDACTED] Mileage: [REDACTED] Technicians findings: Cost of parts at warranty rate: [REDACTED] Cost of Labor at warranty rate: [REDACTED] NEXT STEP: f/u with SM for cost detail [REDACTED] ® Customer Relationship Center – Truck [REDACTED] office: [REDACTED]

EMAIL TO [REDACTED] I am reaching out on behalf of Customer [REDACTED] [REDACTED] ([REDACTED]). Customer is requesting financial assistance for the cost of repairs needed for his vehicle. Can you please provide me the following details so that I can see how [REDACTED] may be able to assist? RO #: [REDACTED] RO line #: [REDACTED] RO open date: [REDACTED] Mileage: [REDACTED] Technicians findings: Is repair Warrantable: [REDACTED] Cost of parts at warranty rate: [REDACTED] Cost of Labor at warranty rate: [REDACTED] ® Customer Relationship Center – Truck [REDACTED] office: [REDACTED]

[REDACTED] C unable to make contact with cust [REDACTED] S left detailed voicemail. NEXT STEP: f/u [REDACTED] ® [REDACTED] office: [REDACTED]

EMAIL TO CUST

EMAIL TO CUST Good afternoon, I was notified that your [REDACTED] ([REDACTED]) had been repaired and picked up. I was reaching out because I wanted to make sure you are satisfied with your vehicle's repair and to see if there was anything else I could assist you with. If you have any questions or concerns please do not hesitate to contact me at any time. I am available [REDACTED] and [REDACTED] from [REDACTED]. Thank you for being apart of [REDACTED] ® [REDACTED] office: [REDACTED]

EMAIL FROM [REDACTED] RO# [REDACTED] RO line [REDACTED] Open Date: [REDACTED] Mileage: [REDACTED] Tech Findings: tech found fuel filter housing cracked Is repair warrantable: no Cost of parts at warranty rate: [REDACTED] Cost of labor at warranty rate: [REDACTED] Customer has already paid for repairs and picked up vehicle. Thanks, [REDACTED]

[REDACTED] returned cust call and advised him that he send in a copy of the receipt he paid for repairs out of pocket and i will see what i can do to help him get reimbursed for some of the cost of the repairs cust stated he will not be able to send in the receipt until beginning of [REDACTED] when he is back in his office. NEXT STEP: f/u with cust [REDACTED] ® Customer Relationship Center – Truck [REDACTED] office: [REDACTED]

[REDACTED] C cust says he sent email with repair receipt [REDACTED]. Advised cust i did not receive it and to try sending it again. cust sent email again but agent did not receive it. agent sent cust email and cust confirmed he did receive it [REDACTED] advised cust i will f/u in another day to see if he was able to sen email again. NEXT STEP: f/u [REDACTED] ® [REDACTED] office: [REDACTED]

[REDACTED] Spoke with Ty in the service department and she will be sending cust RO receipt showing cust paid for repairs out of pocket [REDACTED] provided SA my email address. NEXT STEP: f/u [REDACTED] ® [REDACTED] office: 1-[REDACTED]

[REDACTED] unable to reach anyone in the service department [REDACTED] unable to leave voicemail. NEXT STEP: f/u [REDACTED] ® Customer Relationship Center – Truck [REDACTED] office: [REDACTED]

[REDACTED] Spoke with TY and requested that she send over the RO for the customer last repair she took my email and she stated she will be having someone to send it over [REDACTED] ® Customer Relationship Center – Truck [REDACTED] office: [REDACTED] 366-631-ext. [REDACTED]

[REDACTED] unable to reach cust [REDACTED] S left detailed voicemail. NEXT STEP: f/u [REDACTED] ® Customer Relationship Center – Truck [REDACTED] office: 1-[REDACTED]

RO Detail

unable to connect with cust [redacted] detailed voicemail to advise cust that dlr sent over receipt for repairs and for him to give me a call back to discuss the repair reimbursement and to verify his mailing address NEXT STEP: f/u [redacted] ® [redacted] Customer Relationship Center – Truck [redacted] office: [redacted] [redacted]
unable to connect with cust to verify address and repair amount [redacted] a detailed voicemail NEXT STEP: f/u [redacted] ® [redacted] Customer Relationship Center – Truck [redacted] office: [redacted] [redacted]
Spoke with [redacted] and confirmed the amount of his repair is [redacted] and that ford will be able to reimburse him [redacted] of that cost. [redacted] approved of that amount. cust confirmed address [redacted] [redacted] NEXT STEP: submit money [redacted] ® [redacted] Customer Relationship Center – Truck [redacted] office: [redacted] [redacted]

Case #: [redacted]
Primary Reason for Reimbursement Offer(s): [redacted]
Is this reimbursement due to parts delay: No
Part Name/Number: N/A
Date or Expected Date of Vehicle Repair: [redacted]
Is there a risk for a Buyback Request: No
GCCT Case #: [redacted]
Customer Information
Name: [redacted]
Mailing Address: [redacted]
Mailing Address Verified: yes
Is the customer a Citizen of [redacted]: no
VIN: [redacted]
Reimbursement Information (fill in [redacted] type entered in [redacted] Case)
Consequential Expense Reimbursement: N/A
Amount: N/A
Vehicle Payment Reimbursement: N/A
Amount: N/A
Rental Reimbursement: N/A
Amount: N/A
Repair Reimbursement: supporting documents attached to case.
Causal Part Number: [redacted]
Amount: [redacted]
([redacted] in [redacted] Submission Form) Reason for [redacted] Customer Reimbursement: Consequential Expenses = CONEXP, Vehicle Payment = VEH PAY, Rentals = RENTAL, Repair Reimbursement = Causal Part Code
Additional Comments:

Important: Please see below for information about the Delegation of Authority ([redacted])

Delegation of Authority ([redacted]) Job Role
BOM / SUP Houston Job Role
CXs / DXS
Rental (Incl. IWL/TAP) [redacted]
Repair (Gas Engine, All Others) [redacted]
Repair Diesel Engine [redacted]
[redacted]
Vehicle Payments [redacted]
Consequential Expenses [redacted]
Refund [redacted]
Time and Mileage [redacted]
[redacted]
7/150

Case Progression Specialist

[redacted] activity: [redacted]
For Repair Reimbursement has been transmitted.
[redacted] R has been updated.

[redacted] ®
Lead Agent
Email: [redacted]
Office: [redacted]
Mon. – Fri. [redacted] (Central)
[redacted] Accepted, Payment Pending

unable to connect with cust CXs left a detailed voicemail NEXT STEP: safety net for closure Ford Motor Company ® [redacted] Customer Relationship Center – Truck [redacted] office: [redacted] [redacted]
Approved to close [redacted] [redacted] Customer Experience Operations Supervisor
Office: [redacted] Ext: [redacted]

CASE ATTACHMENTS:

[REDACTED]

[REDACTED]

[REDACTED]

SUPERIOR



ZACHARY, LA

Service:

Office:

Website:

SERVICE DEPARTMENT HOURS

Closed [redacted] and [redacted]

R/O Open Date

R/O Number

R/O Close Date

Status

09/1

Reprint

Mileage In

Mileage Out

90059

90060

Service Advisor / Tag #

Kacie

Vehicle Identification Number

Delivery Date

In-Service Date

Color

License number

SILV

Year

Make

Model

Body

FORD

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Cell: [redacted] Email: [redacted]

#1 - [redacted]: PERFORM REPORT CARD INSPECTION
Sub Total: Labor: .00 Parts: .00 Total: .00
gtire gbk gbatt

#2 - MR [redacted]: DRIVEABILITY DIAGNOSIS
customer states has a diesel leak at fuel filter-
top half has cracked
Tech: [redacted] (DS)
Tech: [redacted] (DS)
Corrected by [redacted]: REPLACE DIESEL FUEL FILTERS AND
FRAME-MOUNTED
Tech: [redacted] (DS)
Installed [redacted] J :ELEMENT
Sub Total: Labor: [redacted] Parts: [redacted] Total: [redacted] 1@9
replaced fuel filters

#3 * MR [redacted]: 4 WHL ALIGNMENT
ADDED OPERATION
no work preformed

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.

DISCOUNTS

TOTAL DUE

Credit Cards

.00

.00

20.25

.00

.00

.00

.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

ARKONA, Inc. - Dealership Application Group (800)945-1028

GCCT

Debit Card Reimbursement Template

Purpose: To be used for [REDACTED] via [REDACTED] Portal and to be attached to [REDACTED] ([REDACTED]) case for review. This information will be reviewed by the supervisor during the approval process. Once completed, the information should be added to the [REDACTED] Case Notes Section by copy/paste function. In addition, the supporting documentation for this request is required to be attached to in the same notes.

Notes:

- Most reimbursements should be processed when the vehicle has been repaired.
- Address confirmation is paramount – please confirm address to mail the debit card to with the customer.

[REDACTED] Case #:	[REDACTED]
Primary Reason for Reimbursement Offer(s): [REDACTED]	
Is this reimbursement due to a parts delay: No	
Part Name/Number: N/A	
Date or Expected Date of Vehicle Repair: [REDACTED]	
Is there a risk for a Buyback Request: No	
[REDACTED] Case #:	[REDACTED]
Customer Information	
Name: [REDACTED]	
Mailing Address: [REDACTED]	
Mailing Address Verified: yes	
Is the customer a Citizen of [REDACTED]: no	
VIN: [REDACTED]	
Reimbursement Information (fill in [REDACTED] type entered in [REDACTED] Case)	
Consequential Expense Reimbursement: N/A	
Amount: N/A	
Vehicle Payment Reimbursement: N/A	
Amount: N/A	
Rental Reimbursement: N/A	
Amount: N/A	
Repair Reimbursement: supporting documents attached to case.	
Causal Part Number: [REDACTED]	
Amount: [REDACTED]	
([REDACTED] in [REDACTED] Submission Form) Reason for Customer Reimbursement: Consequential Expenses = CONEXP, Vehicle Payment = VEHAPAY, Rentals = RENTAL, Repair Reimbursement = Causal Part Code	

Additional Comments:

Important: Please see below for information about the [REDACTED] [REDACTED] ([REDACTED])

[REDACTED] [REDACTED] ([REDACTED])	[REDACTED] <u>Job Role</u>	[REDACTED] <u>Job Role</u>
Program	/ [REDACTED]	CXS / [REDACTED]
[REDACTED] [REDACTED] IWL/TAP)	[REDACTED]	
Repair (Gas Engine, All Others)		
Repair Diesel Engine		
Vehicle Payments		
Consequential Expenses		
Refund		
Time and Mileage	[REDACTED]	[REDACTED]

CASE NUMBER [REDACTED]
OPEN [REDACTED] CLOSED [REDACTED]
RESPONSE TEAM: US [REDACTED] Truck Concern NA CRC
CASE CLASS [REDACTED]: Feedback | FMC | Negative |
DEALER NAME:

PA CODE: [REDACTED] DLR SALES CODE: [REDACTED]
VIN: [REDACTED] MODEL YEAR [REDACTED]
BODY STYLE: [REDACTED] CREWCAB SRW

LAST NAME FIRST NAME MIDDLE: [REDACTED]
ADDRESS:

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

HOME PHONE:

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

ANALYST NAME [REDACTED]

COMMENTS:

STATUS: Information Provided

BUSINESS UNIT NAME [REDACTED]

COMMUNICATION: Phone

REGION: [REDACTED]

MODEL: [REDACTED] SUPER DUTY MILEAGE:

OPEN ANALYST NAME [REDACTED]

[REDACTED] IBC from cust [REDACTED] wanting to issue a complaint bc he says his vehicle almost caught fire [REDACTED] said his vehicle fuel filter sprang spilled oil all over the tailgate and under the hood cust says he left a trail of smoke on the highway cust complains that the filters on truck are bad [REDACTED] while driving he knew something wasn't right so he pulled over and saw his vehicle was left in a puddle of fuel [REDACTED] informed that he read the [REDACTED] reviews and seen that other year models are having the same concern, he wanted to know if he had a recall issued, cxs informed no CXS advised cust I'm glad he's safe, cust veh is driveable and it isn't at the dlr [REDACTED] that while he was broke down a man flagged him down and gifted him a new oil filter from his wife's [REDACTED] and repaired the vehicle free of charge [REDACTED] he just wanted this on the record Next Steps: file formal complaint [REDACTED] ®
[REDACTED] Customer Experience Specialist – Truck Team [REDACTED] Office: [REDACTED]
[REDACTED] ext. [REDACTED]

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED]
OPEN [REDACTED] CLOSED [REDACTED]
RESPONSE TEAM [REDACTED] Consumer Affairs NA CRC
CASE [REDACTED] [REDACTED] | Third Party |
DEALER NAME [REDACTED]
[REDACTED] CODE [REDACTED] SALES CODE [REDACTED]
VIN: [REDACTED] MODEL YEAR [REDACTED]
BODY STYLE: [REDACTED] CREWCAB - SRW
LAST NAME FIRST NAME MIDDLE: [REDACTED] | [REDACTED]
ADDRESS [REDACTED]
[REDACTED] COUNTRY: [REDACTED] O | [REDACTED] | [REDACTED]
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak
ANALYST NAME: [REDACTED]
COMMENTS: [REDACTED]
[REDACTED]

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

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

AGENCY: [REDACTED]
DATED [REDACTED]
FILE: [REDACTED]
SCANNED [REDACTED]
RECEIVED [REDACTED]

[REDACTED] C/S: I own a [REDACTED] It only has [REDACTED] on it and it's in pristine condition. A few weeks ago I took my [REDACTED] to [REDACTED] in [REDACTED] When we arrived people were telling me my Truck was smoking, All of sudden diesel fuel was going everywhere, it was coming down the sides of my fenders on the hood, on the windshield, EVERYWHERE. There was a oil changing shop near by so I drove it there thinking it may be a hose, when I got there I opened the hood and diesel fuel was everywhere, my Truck could've caught on FIRE!!! The guys looked at it and said it was a [REDACTED] in the engine, I came back ruined my trip to [REDACTED] and paid [REDACTED] to tow it to the dealership. [REDACTED] they called that Diesel Fuel was everywhere and that I had to pay to tow it to another [REDACTED] Truck place a few miles away I waited for [REDACTED] and the mechanic called and said they found the problem and after [REDACTED] at [REDACTED] he said he never saw this before, the FACTORY fuel Filter [REDACTED] and didn't leak fuel on the bottoms, it threw it everywhere inside and out of the front end of the truck. He fixed the problem it cost me [REDACTED] for something I had NOTHING to do with. I brought it home and I smelled Diesel Fuel inside and outside the Truck, it's basically destroyed!!! After [REDACTED] washes, personal scrubbing, cleaning everything inside and out, under the hood, every [REDACTED] diesel fuel is still coming down all the under lining and inside the fenders, places no one can get to. It still smells of diesel fumes. I had NOTHING to do with this, I paid [REDACTED] and it's still not the same Truck! They fixed the fuel filter now my Truck is saving to change it. DUC: [REDACTED]
Money: Towing [REDACTED] Expense to fix [REDACTED] Countless car washes [REDACTED] part from factory
Nature of dispute: Factory defect put my family in danger. I tried to resolve no one at [REDACTED] cares. [REDACTED]
[REDACTED] Vin: [REDACTED]

[REDACTED] [REDACTED]: We notified [REDACTED] of your response and requested notification of whether or not a satisfactory resolution had been reached. [REDACTED] has not heard back from the consumer. Therefore, the complaint has been closed and will be included in your company's [REDACTED] Business Profile as: "Answered - [REDACTED] has not heard back from the consumer as to their satisfaction with the business's response."

CUST SEEKS: Not Entered
CONSUMER AFFAIRS SCANNING INFORMATION FOR HANDLING.

[REDACTED] [REDACTED] [REDACTED] [REDACTED] checked VIN is not listed on [REDACTED] VIN list

[REDACTED] [REDACTED] closing case [REDACTED] is duplicate to [REDACTED]

[REDACTED]: We notified [REDACTED] of your response and requested notification of whether or not a satisfactory resolution had been reached. [REDACTED] has not heard back from the consumer. Therefore, the complaint has been closed and will be included in your company's [REDACTED] Business Profile as: "Answered - [REDACTED] has not heard back from the consumer as to their satisfaction with the business's response."

CASE ATTACHMENTS:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Checklist for Third Party Agency matters

If applicable, this checklist is a reminder to assist an agent with ensuring that all documents and resources were utilized to handle a customer's issue in order to effectively handle the response to the agency:

<u>Included</u>	<u>Not applicable</u>	
☒	☐	Original document received from agency
☒	☐	██████████
☒	☐	██████████
☐	☒	Relevant ██████████ contacts
☐	☒	Relevant TSB's
☒	☐	Relevant recalls
☐	☒	Relevant Special Service Messages
☒	☐	Response sent to agency

Note: Please place this checklist in ██████████ case file created in the G drive folder. Check the applicable boxes.

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

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

Customer Says:

Attached please find the invoice for a repair on the above described vehicle at [REDACTED] of [REDACTED] on [REDACTED] of all, I'd like to praise the service dept and technical staff at this dealership. I am always impressed with the technical acumen and attention to detail for repairs at this location and they should be commended. My difficulty with the most recent visit stems from a fuel leak that developed in the upper/secondary fuel filter on top of the engine. This problem resulted in fuel leaking on top of the hot engine and could have resulted in a serious fire. Now as I looked into the problem, discovered that the exact same filter installed on a [REDACTED] model [REDACTED] diesel truck is subject to a recall [REDACTED] and the description of the problem also notes the potential for fire. My truck experienced the exact same problem as described in recall [REDACTED] but the difference was that my truck is a [REDACTED] model so I had to pay [REDACTED] a repair that clearly seems to be a subcontractors manufacturing defect. Now to be clear, [REDACTED] report I read states that above mentioned recall is the result of [REDACTED] of problems with the [REDACTED] model [REDACTED] vehicles. I respectfully ask to be reimbursed for the expense associated with this repair and I suggest the [REDACTED] expand the recall to mitigate liability.

█ Says:

Escalated case for financial assistance. Cust [REDACTED]

OBC TO [REDACTED] INFORMATION RECEIVED: No answer NEXT STEPS: Follow up to see why esp
 didn't cover repair [REDACTED] ® [REDACTED] Customer Experience
 Specialist / [REDACTED] Team Office: [REDACTED] ext.79544 [REDACTED]

OBC TO [REDACTED] INFORMATION RECEIVED: No answer NEXT STEPS: Follow up to see why esp
didn't cover repair [REDACTED] (P) [REDACTED] Customer Experience
Specialist / [REDACTED] Team Office: [REDACTED] ext.79544 [REDACTED]

OBC TO CUST: [REDACTED] SPOKE WITH: [REDACTED] REGARDING fin assist INFORMATION RECEIVED: no
answer NEXT STEPS: Resolve, ESP didn't cover repairs so not warrant-able [REDACTED] ®
[REDACTED] Customer Experience Specialist / [REDACTED] Team Office: [REDACTED]
ext./9544

CASE ATTACHMENTS:



CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
RESPONSE TEAM: US [REDACTED] Dealer NA CRC COMMUNICATION: Web
CASE [REDACTED] [REDACTED] Dealer - Vehicle Concern | CSM [REDACTED] Request | At Risk of Defection |
DEALER NAME: [REDACTED] & COUNTRY [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 FIRST NAME MIDDLE: [REDACTED]
ADDRESS [REDACTED]
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]
HOME PHONE:
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak
ANALYST NAME [REDACTED] OPEN ANALYST NAME: SYSTEM
COMMENTS:

[REDACTED] IB PORTAL: Customer is seeking assistance for a tow to our dealership . Customer thought truck was out of warranty so had truck towed in to due a fuel filter that was installed as customer pay on [REDACTED] at [REDACTED] as maint. Customer called in and had vehicle towed in due to fuel leaking and covering the engine compartment with fuel. Filter is leaking at seam of filter and was a ford filter we installed [REDACTED]. The filter is split at the plastic seam. We are going to replace the filter kit under warranty since it is still under [REDACTED] but he is requesting refund for the tow [REDACTED]. Is this possible ? If so can I have a approval code? If he thought it was under warranty he would have called roadside but he thought since it was a maint item it was not warranty. But it is a defective part. Sorry I open another case and clicked on the wrong part of the portal. Thanks [REDACTED] Service Manager

[REDACTED] Case Number : [REDACTED] Customer : [REDACTED] Phone : [REDACTED]
Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 95 Vehicle Purchase Status : Original Owner [REDACTED] Credit
Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : [REDACTED] & [REDACTED] Dealer P&A : [REDACTED]
[REDACTED] Dealer phone : [REDACTED] VIN : [REDACTED] Year : [REDACTED] Make : [REDACTED] Model : F-
SERIES SUPER DUTY Mileage : [REDACTED] Engine Specification : [REDACTED] T/C Diesel Transmission
Specification : [REDACTED] ([REDACTED]) Warranty Start Date : [REDACTED] Open Recall/FSA: :
[REDACTED] UNINTENDED TAILGATE OPENING ESP : [REDACTED] Hotline Contact : [REDACTED] warranty History : YES

[REDACTED] OB PORTAL: Hello [REDACTED] claims should be submitted to [REDACTED] assistance: Cars, Trucks up to E/F 150 &
[REDACTED] Claims Reimbursement [REDACTED] FAX: [REDACTED]
[REDACTED] U.S.: [REDACTED] As I will be completing this case, you may receive an
email in the [REDACTED] with a brief survey regarding your experience with me. [REDACTED] and I value your
candid feedback to understand how we can improve in the future. Should you need to contact me again, you
may reach me directly at [REDACTED] or by phone at [REDACTED]. 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. [REDACTED] Dealer
Experience Specialist. [REDACTED] Team [REDACTED] office: [REDACTED] ext. [REDACTED]
eFax: [REDACTED]

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 | Repair Assistance | Has not been to dealer |
DEALER NAME:
PA 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] MIDDLE: [REDACTED] | [REDACTED]
ADDRESS: [REDACTED]
[REDACTED] COUNTRY: [REDACTED] E | [REDACTED] | [REDACTED]
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak
ANALYST NAME: [REDACTED] amen OPEN ANALYST NAME: [REDACTED] amen
COMMENTS:
[REDACTED]

CUSTOMER SAYS:

I got a [REDACTED] and I've experienced a leak diesel and when I googled it it shows there is a recall on it.
Its for the fuel filter cap and its happening a pin size leak on the my veh.
I called a dlr and there was no recall on the truck but its having the same exact problem with the year and model.
Its the [REDACTED] fuel cap, its spraying diesel, a pin hole size.
It started [REDACTED].
I asked them to look up for the part but there were no parts yet.

AS PER CUST [REDACTED] SAYS NA

[REDACTED] ADVISED:

Recall: NONE

WARRANTY START DATE [REDACTED]

It shows that there were no previous or an active recall that could support the current issue on the veh.
I understand that you searched online and the results shows there's a recall on the year and model of your veh but that was based on general analysis based on the issues found.
Not all vehicles with the same year and model were not manufactured on the same manufacturing plant where a recall is forecasted, that is why a RECALL is VIN SPECIFIC.

It is best to send it to a dlr since this step is ESSENTIAL for us to ENSURE that your concerns are addressed APPROPRIATELY.
The basic warranty for the power train is still active on the veh but the [REDACTED] is out due to the time.

I requested that cx stays in touch with us for repair monitoring.
Cx stated that he will drive to [REDACTED] of [REDACTED] [REDACTED] so I checked with the dlr. Spoke to WIN. I requested that WIN inform the cx about the available date for an appointment for the cx.
Transferred to dlr.

[REDACTED] of [REDACTED]
[REDACTED]
Tel : [REDACTED]

NOTE:

[REDACTED] F articles added
1) ABOUT RECALLS
2) REPAIR ASSISTANCE

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
RESPONSE TEAM [REDACTED] Concern 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] MILEAGE [REDACTED]
BODY STYLE: [REDACTED] CREWCAB SRW
LAST NAME [REDACTED] MIDDLE: [REDACTED] | [REDACTED]
ADDRESS: [REDACTED]
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]
HOME PHONE [REDACTED]
SYMPTOMS: Driving Performance | Runs Rough | All Running Modes | Always
ANALYST NAME: # [REDACTED] prodprojectadvocate OPEN ANALYST NAME [REDACTED]
COMMENTS:
[REDACTED]

[REDACTED] from CUST:
/ [REDACTED] Inbound Call from CUST:
CXS [REDACTED]
[REDACTED] from CUST [REDACTED] LAST NAME regarding their YEAR MODEL.
[REDACTED]
VIN# [REDACTED]
Preferred contact method: TXT
SMS Opt In (Y/N): YES
Financial Assistance:
CLV: [REDACTED]
Mileage: [REDACTED]
Warranty Start Date: [REDACTED]
Warrantable:
Required Financial Assistance:
CLV: [REDACTED]
Mileage: [REDACTED]
Warranty Start Date: [REDACTED]
Warrantable:
Dealership: [REDACTED]
Mileage: [REDACTED]
Veh Location: DLRSHIP-RUDY-SERVICE TECH
Symptoms: LEAKING FUEL AND SMOKING
Expectation: LOOKING FOR FINANCIAL ASSISITANCE
Per Cust- VEHICLE WAS SMOKING WHILE DRIVING HAD VEH TOWED TO DLRSHIP
Actions Taken: CONTACT Rudy find out diagnosis and set up financial assistance
Next Steps: find out if warrantable retain warranty prices.
[REDACTED]
Customer Experience Specialist, [REDACTED] Team
[REDACTED]
Office: [REDACTED]

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

Vehicle Diagnostic: concern C/S: CUSTOMER REPORTS THERE IS DIESEL FUEL LEAK UNDER HOOD CHECK AND ADVISE, Cause verify customer concern, turn key on and notice fuel filter leaking recommending replacing and rechecked for any other fuel leak, Correction replaced top fuel filter and water separator, cleaned area test drove rechecked for any leaks none found at this time

RO# [REDACTED]
RO LINE [REDACTED]

Veh Location: at dealership

Date of Arrival: [REDACTED]

Mileage: [REDACTED]

Does Dealer have a clear path to repair the vehicle: (Y/N) Y

Hotline contacted: (Y/N) N

Multiple Past Repairs for same issue? (Y/N) How Many? NO / 0

Tech SME Engaged(Y/N): N

Parts COPIIS Case(Y/N): N

Is this case a SSSC Case? N

Repair warrant-able? – If vehicle were to be within [REDACTED], would warranty have covered the repairs? YES

Maintenance up to date? UNKNOWN SOME SERVICES PERFORM BUT NO RECORDS OF FUEL FILTER

REPLACEMENTS AS REQUIRED at [REDACTED] INTERVALS

Signs of Neglect/ Poor Maintenance? Did customer cause the issue? NO RECORDS OF FUEL FILTER

REPLACEMENTS AS REQUIRED at [REDACTED] INTERVALS

Is this a regular wear and tear item or part of maintenance(Y/N)? Y

Is Customer Loyal to the Dealer? N

Warranty Parts Cost: [REDACTED]

Warranty Labor Cost: [REDACTED]

Warranty Total Repair Cost: [REDACTED]

Service Advisor
[REDACTED]

1300 Auto Center Drive | Merced CA, [REDACTED]

p. [REDACTED] B | f. [REDACTED]

Thank You for providing the information, just to verify when vehicle will be ready for pick up ? I have the approval code ready.

[REDACTED]®
Customer Experience Specialist | [REDACTED]

Phone [REDACTED]

Mon – Fri [REDACTED]

Dear Mr. [REDACTED],

Thank you for contacting [REDACTED] and allowing us to assist you with your [REDACTED] vehicle concerns. We are pleased that your vehicle has been repaired to satisfaction and hope that you find the Limited Maintenance plan an added value to be a [REDACTED] owner. Our goal is to be sure our [REDACTED] owners continue to support our brand and feel like family.

It was a pleasure to be able to partner with our dealer [REDACTED] and provide financial assistance towards the repair of [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. As previously provided in your introduction email; you may receive an email survey from [REDACTED]. We ask that you take a few minutes to respond to the survey and provide us with your feedback regarding our handling of your concern. 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 #. Thank you for your time and loyalty.

[REDACTED]®
Customer Experience Specialist | [REDACTED]

Phone [REDACTED]

Mon – Fri [REDACTED]

[REDACTED]

From: [REDACTED] >
Sent: [REDACTED]
To: [REDACTED] (A) >
Subject: Re: [REDACTED] Customer Experience Center Recap RE: [REDACTED]

I really appreciate that you're quick to respond back. I'll get ahold of the dealership right now
Sent from my [REDACTED]

[REDACTED]

QA Single Interaction

CASE ATTACHMENTS:



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

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

OPEN ANALYST NAME [REDACTED]

Cust Says: Cust Fuel Filter is spraying fuel [REDACTED] engine compartment of the vehicle. Cust does not see any recalls. Cust already had it repaired [REDACTED] and want to report the issue. As Per Cust, [REDACTED] Says: [REDACTED]
[REDACTED] Advised: Adv cust that recalls are VIN specific. Provided information of the recalls on the vehicle. Adv cust that the issue they experienced will be documented and and it will be [REDACTED] way of having the vehicle on a recall in the future. Safety Recall: [REDACTED] REAR VIEW CAMERA REPLACEMENT DUE TO A FOGGY
IMAGE AAF/Info: [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
RESPONSE TEAM [REDACTED] Concern NA CRC COMMUNICATION: Phone
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | Extenuating Circumstances |
DEALER NAME [REDACTED]
PA 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 [REDACTED] [REDACTED] | [REDACTED] | A
ADDRESS [REDACTED]
[REDACTED] COUNTRY: [REDACTED] S | IN | [REDACTED] | [REDACTED]
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Moving | Not Listed | UNKNOWN
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]
COMMENTS:
[REDACTED]

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : [REDACTED]
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]
Mileage : [REDACTED]
Engine Specification : [REDACTED] V8 T/C DSL
Transmission Specification : 6 SP AUTO TRANS ([REDACTED]) -LG DSL
Warranty Start Date : [REDACTED]
Open Recall/FSA: :n/a
ESP :n/a
Hotline Contact :n/a
Warranty History : [REDACTED]

[REDACTED]

[REDACTED]
[REDACTED] EXT. [REDACTED]

[REDACTED]
[REDACTED] EXT. [REDACTED]

[REDACTED] to [REDACTED] an [REDACTED] from [REDACTED] T stating that he has a defective fuel filter. [REDACTED] stated that while driving his VEH shut down. He stated that the filter exploded. [REDACTED] stated that he would like to be reimbursed for his expenses. [REDACTED] T stated that he would like to be reimbursed for the cost of repairs and his towing expenses.

Next Steps: [REDACTED] informed [REDACTED] T that at this time [REDACTED] does not have any additional warranties or programs that would assist.

[REDACTED]®
Customer Experience Specialist – TRUCK CONCERN

[REDACTED] | [REDACTED]
Office: [REDACTED] EXT. [REDACTED]
[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 CLASS LV [REDACTED]: Vehicle Concern | FIN Assist Request | CLP / [REDACTED] Loyalty Criteria | Has 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] SRW
LAST NAME FIRST NAME [REDACTED] [REDACTED] E |
ADDRESS: [REDACTED]
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Fluids | Engine Oil | UNKNOWN
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]
COMMENTS:
[REDACTED]

CONTACT VIA:

Phone: [REDACTED]
CAN BE CALLED ANYTIME

CUST SAYS:

Called and provide this case number [REDACTED]
the dealership is not covering the SPW and it was also not the same dealership who did the last work which is the automation [REDACTED].

is there anywa [REDACTED] can help me with the cost of the repair
fuel filter did fail, it was not covered it will cost me [REDACTED] for engine bay and filter

AS PER CUST, [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 1 business day to assist you. Your case number is [REDACTED]

[REDACTED] C to the cust veh is at the the dlrshp took in for fuel filter the upper diesel spraying out the dlrshp advised that the repair was not under the [REDACTED] they advised they performed the recall [REDACTED] when they sent the quote couldnt help with the warranty because it wasnt they work advised that i will follow up with him and the dlrshp tmr veh undriveable [REDACTED] @ Customer Relationship Center -Truck Team [REDACTED] Office: [REDACTED] ext. [REDACTED] Monday -Friday [REDACTED]

[REDACTED] C to the dlrshp to speak with [REDACTED] at this time he was going on lunch i wa able to leave my contact info for a call back will follow up [REDACTED] @ Customer Relationship Center -Truck Team [REDACTED] Office: [REDACTED] ext. [REDACTED] Monday -Friday [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER [REDACTED] STATUS: Information Provided
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
RESPONSE TEAM: US [REDACTED] Truck Concern NA CRC COMMUNICATION: Phone
CASE [REDACTED] Legal | Alleged Accident/Property Damage or Fire (Visible flames) due to Product Defect | Insurance Company Contacted/
settlement | General/Other
DEALER NAME:
PA CODE: [REDACTED] SALES CODE: [REDACTED] REGION: [REDACTED] ZONE: [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: Safe & Secure | Burnt/Melted | Under Hood | UNKNOWN
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]

COMMENTS:

[REDACTED] Member called in wanting to check on this case because his truck was burned down and wants to know why [REDACTED] app did not notify him before but after the event. Member will call back again because previous agent gave him a case number and i did not want to have duplicate case for him, but cannot see notes on case. When member calls back, if there is no notes on case still, we will have to create a new one.

[REDACTED] IBC [REDACTED] / [REDACTED] ext. [REDACTED] Capital [REDACTED] in NC did not put filters in correctly Concern: [REDACTED] Pass sent notifications to customer AFTER his vehicle caught on fire and burned. Engine control system is unable to control engine. Loss of power. Loss of system pressure in fuel filter. Fuel filter was serviced [REDACTED] before fire. Verified email and current address NEXT STEP: Fill out fire questionnaire [REDACTED] @ [REDACTED] Customer Experience Specialist - TRUCK Team [REDACTED] Office: [REDACTED] am-[REDACTED]

[REDACTED] FIRE AND ACCIDENT QUESTIONNAIRE: 1. Has the customer filed a claim with their insurance company (Yes or No)? YES 2. If a claim has been filed with their insurance company, what is the status of the claim? In Review 3. When did the vehicle catch fire? 4. Where did the fire originate in the vehicle? FUEL FILTER IN FRONT OF TRUCK WHERE WINDSHIELD AND HOOD MEET 5. Was the vehicle running when the fire started? YES 6. Where is the vehicle currently located? JUNK YARD 7. Was a fire report filed with the fire department (Yes or No)? YES 8. If a fire report was filed, can you provide a copy of the report? YES 9. If no fire report copy is available, what is the report number, and in what city and county was the report filed? 10. What was the city and state where the fire occurred? [REDACTED] 11. Were any injuries sustained for which the parties sought treatment? If yes, provide the [REDACTED] and last names of all injured parties. No 12. Is the vehicle repairable? No 13. Are you seeking any form of assistance from [REDACTED]? If yes, what form of assistance (e.g., medical bill reimbursement, repair assistance, etc.)? No 14. Other than the vehicle, were there any other damages? Yes - Short circuited trailer that he was hauling 15. 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)? Cust did not mention atty 16. Was the vehicle running when the fire started? YES 17. What email address would you like our [REDACTED] to send communication to regarding this matter? [REDACTED] what mailing address would you like our [REDACTED] to send your written response to (document the full address)? [REDACTED]

[REDACTED] CXS ([REDACTED] / [REDACTED] ibc from customer wanted to document other customers has the same issues believes the dealer did something wrong or this is a [REDACTED] defect [REDACTED] @ [REDACTED] Customer Experience Specialist - Truck Concern Team [REDACTED] in [REDACTED] Office: [REDACTED] ext. [REDACTED]

[REDACTED]

[REDACTED] SME [REDACTED] [REDACTED] [REDACTED]

I am part of the Legal Team Handling Callbacks for Accident/Fire related cases. I would like to let you know that the case has been reviewed and it is recommended by [REDACTED] that you stay in contact with your insurance company. If the insurance company feels that the incident was caused by a defect, They can subrogate.

Your insurance company has the right to pursue claims for reimbursement against [REDACTED]. If they do pursue a claim against [REDACTED], reimbursement will be between you and your insurance company [REDACTED] doesn't have compensation program and is unable to provide further assistance this time.

Cust Say,
My Wife is Trumatized and so as the [REDACTED]. We almost got killed for a known issue on [REDACTED], luckily we have a [REDACTED] Extinguisher that help us slow down the fire so I can take them out.

[REDACTED] before we drove the veh it was at [REDACTED] for its regular Maintenance and I have paid for that. Part of the service was for a Filter change.

Then I got a Notification on the App Hours after the insident that I have a Filter issue. I have advcie the dlr about the situation also

My insurance Company will pay for the veh [REDACTED]. I have a trailer that I cant drive because no Trucks are available with in range. Then if you order a brand new veh its [REDACTED]

So that means Im out of pocket [REDACTED], what happen to my veh is not fault of ours.

[REDACTED] Advice :
Will Add notes with the situation and informed to talk contact with his insurance & wait for Update from the dlr

[REDACTED]

[REDACTED] for follow up, Reached VM

OGC SME MADE OBC to [REDACTED] [REDACTED]

I am part of the Legal Team Handling Callbacks for Accident/Fire related cases.

Calling to double check the status of his claim from his insurance and what was advice coming from the dlr, since the veh was at service prior the trip.

I would like to let you know that the case has been reviewed and it is recommended by Ford that you stay in contact with your insurance company. If the insurance company feels that the incident was caused by a defect, They can subrogate.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]
OPEN [REDACTED] CLOSED [REDACTED]
RESPONSE TEAM [REDACTED] Concern NA [REDACTED]
CASE CLASS LV [REDACTED]: Vehicle Inquiry | General/Miscellaneous |
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: PO [REDACTED]
[REDACTED] COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak
ANALYST NAME: [REDACTED] ANALYST NAME [REDACTED]
COMMENTS:
[REDACTED]

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

CONTACT VIA: [REDACTED]
CUST SAYS: I have an issue with my [REDACTED] fuel leaking. looks like recall [REDACTED]. but the dealer doesn't pull that recall up.
PER CUST, [REDACTED] SAYS: They told me the invoice would be [REDACTED] to replace the fuel filters.
[REDACTED] ADVISED: Recalled vehicles may not include all vehicles within a particular model, year and vehicle line. Many times, there are more specific criteria's that must be met. In your case, I do not see that your vehicle has been included in this recall. Upon [REDACTED]'s investigation, recalls can be updated to expand more vehicles if found necessary. However, we here at the [REDACTED] ([REDACTED]) are not able to determine which recalls will be expanded until after [REDACTED]'s recall division has launched the recall. We recommend you keep all your receipts associated with this repair. In the event a recall is issued in the future, you will be notified by mail and may be eligible for reimbursement.

Thank you so much for answering all of my questions! I will be escalating your case to a Customer Experience Specialist to further assist you and can transfer you over in just a moment. The case number I have created for you [REDACTED] is: [REDACTED] that you have it for your records, you may email a copy of this transcript to yourself by clicking on the '+' sign at the bottom of this window and entering your email address. A transcript of this chat will be emailed to you once our session closes. Before I transfer you over, do you have any other questions for me [REDACTED]?
[REDACTED]
web chat from cust stated will reach out again when she has time. next steps for [REDACTED]®
[REDACTED] | Customer Experience Specialist | [REDACTED] [REDACTED] [REDACTED] Mon-
Fri [REDACTED]

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED]

STATUS: Information Provided

OPEN [REDACTED] CLOSED [REDACTED]

BUSINESS UNIT NAME [REDACTED]

RESPONSE TEAM [REDACTED] Chat NA CRC

COMMUNICATION: Chat

CASE [REDACTED]: Vehicle Concern | Repair Assistance | Has not been to dealer |

DEALER NAME:

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 FIRST NAME MIDDLE: [REDACTED] D | [REDACTED] N |

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]

cust is not traveling and doesn't meet extenuating circumstance criteria//advised veh must be diagnosed before [REDACTED] can assist and provided link to locate dealers and search for sooner appointments//submitted feedback

Info At [REDACTED]
Thank you for choosing to chat with us. We will be with you shortly. You are currently 1 waiting in queue.
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] My name is [REDACTED]. How can I assist you [REDACTED]?
You [REDACTED]
Hi [REDACTED] How are you [REDACTED]?
[REDACTED]
I'm great! I hope you are doing well!
You [REDACTED]
I am reaching out regarding a warranty issue that has rendered the vehicle unsafe to drive. The local dealers cannot get the vehicle in for repair for a [REDACTED] even though the repair is stated to take [REDACTED]. I am hoping for some help in the matter.
[REDACTED]
I would be happy to assist you with this warranty inquiry, [REDACTED]. Can you verify your phone number and address?
You [REDACTED]
[REDACTED]
Thank you for verifying that information! What is the current mileage on your vehicle?
You [REDACTED]
Please give me a moment, I will have to go outside for the exact [REDACTED]
[REDACTED]
Thank you for verifying that information!
So that I understand, can you tell me a little bit about the symptoms you were experiencing? Also, is this always, intermittent, high speeds, hot or cold when the symptoms appear?
You [REDACTED]
I see that you are typing. I will give you a couple more minutes to finish.
You [REDACTED]
I returned home from work and upon exiting my vehicle, smelled a strong smell of diesel fuel. Upon inspecting the vehicle I noticed that the entire engine bay was covered in fuel, the underside of the vehicle was dripping and the sides had fuel spray all along them as a result of driving on the interstate. Upon investigating the engine compartment, I noticed a large amount of fuel sitting on the fuel filter and melted plastic wiring covers above it.
[REDACTED]
A quick internet search returned a known failure of the ford fuel filters that results in significant fuel loss spraying into the engine. With a brief turning on of the truck and then turning it off, there was a strong stream of fuel spraying out of the common failure point of ford fuel filters. Luckily, during the [REDACTED] drive home while what had to be at least [REDACTED] or more of fuel spraying into the engine did it catch fire.
*did not catch fire.
As a result, the vehicle is unsafe to drive and the soonest a dealer can see it is [REDACTED], which is a problem being active duty military and unable to take that time off work.
[REDACTED]
Thank you for these details! I can understand how inconvenient it is to experience issues with your vehicle. Allow me a few moments to further research this for you.
You [REDACTED]
There is damage inside the engine compartment related to the hot fuel spraying and melting some components, but the vehicle would at least be drivable with a replacement of the fuel filter which takes a matter of minutes.
[REDACTED]
Thank you, please continue and I'll be with you shortly
Thank you for your patience! Bear with me for a few more moments.
You [REDACTED]
Thank you for your patience! I was able to further research this for you. I know you mentioned you have not been able to get an appointment. In this case you may contact other [REDACTED] dealers near you to determine if there are any soon appointments. I know this is not the answer you were hoping for. What I can do is provide [REDACTED] with your feedback. By providing your feedback, this concern will be brought to the attention of [REDACTED] notifying [REDACTED] that you are dissatisfied with the circumstances and appointment
[REDACTED]
Here is a link to locate dealers near you. [REDACTED] allow you to view availability online and schedule an appointment.
You [REDACTED]
It is not that it is dissatisfying, it's that the soonest a dealer could possibly see it is [REDACTED] out. Trust me, I have called every dealer within [REDACTED]
[REDACTED]
It is customary that [REDACTED] asks that you begin working with a [REDACTED] dealer and have the most up to date diagnosis, before we can review your concern, and possibly offer assistance. In order to assist you further; we ask that you have your local [REDACTED] dealer inspect your vehicle, so we can take a look at options. Each dealer is privately owned and operated therefore we are unable to interfere with their scheduling.
You [REDACTED]
At [REDACTED], the soonest any would see the vehicle was [REDACTED]. Luckily [REDACTED] agreed to see it the [REDACTED]. They pointed out that while the other subsequent repairs would take longer, the safety issue that could have resulted in the vehicle burning to the ground is a [REDACTED] repair.
[REDACTED]
As a result, they recommended reaching out to see if through the warranty, ford would reimburse me for the main failure part so I could replace the safety issue part (a job that takes [REDACTED]).
[REDACTED]
Allow me a few moments to research reimbursement details.
You [REDACTED]
Thank you for your patience!
You [REDACTED]
Absolutely. Thank you for looking into it
[REDACTED]
It would be unfortunate to spend [REDACTED] on rental cars for a Motorcraft part that could be purchased at [REDACTED] to render the vehicle safe for [REDACTED] until the dealers could see it for further repairs.
[REDACTED]
I hear you. I am looking into this further for you.
You [REDACTED]
Trust me, I would rather have the repair done right by a local dealer, but despite having so many dealers

here, getting in for emergency issues is always [REDACTED] to [REDACTED] time. And even though the dealers have caused several [REDACTED] of damage to our vehicle over the years here with refusal to repair the damage, we still would use them if they would work us in for this issue.

Thank you for your patience! I was able to further research this for you. In this case you may continue to work with your local [REDACTED] dealer in order to have this concern covered under any applicable warranties. The part would not be able to be reimbursed. Once the vehicle is diagnosed at a [REDACTED] dealer we would then be able to look into other options to get the vehicle repaired in a timely manner.

You [REDACTED]

I see that you are typing. I will give you a couple more minutes to finish.

You [REDACTED]

The repair is not the issue. The major repair they have stated takes under an hour. The issue is they will not take the vehicle in for [REDACTED]. Leaving me without a vehicle, without a means to get to work, without a means to transport my child, all over a [REDACTED] Motorcraft part. Literally forcing me to do the repair myself out of pocket rather than be forced to pay for a rental car. A repair that would be covered under warranty and making the extended warranty with rental coverage I purchased completely worthless.

I hear you. It is customary that [REDACTED] asks that you begin working with a [REDACTED] dealer and have the most up to date diagnosis, before we can review your concern, and possibly offer assistance.

You [REDACTED]

This problem happens over and over again that because the dealerships will not take vehicles in for weeks here, that customers are forced to pay for their own repairs rather than wait to get the vehicle in to a dealer weeks out.

You may also contact the [REDACTED] as well to see if they can provide any additional details on your extended warranty. Their number is [REDACTED]. Their hours of operation are [REDACTED] through [REDACTED].

You [REDACTED]

/ I please be transferred to a supervisor at this point in the conversation? Thank you

[REDACTED]

I know that you unfortunately have to repeat the line of "work with a [REDACTED] dealer" though I'm sure you can see the issue if a [REDACTED] dealer will

[REDACTED]

I know this is not the answer you were hoping for. My supervisor would have the same resources available as I do and would most likely provide the same resolution.

You [REDACTED]

not take the vehicle in. I do it blame you for that.

[REDACTED]

So the answer is "[REDACTED] will not assist in the matter until a dealer works the matter, but the issue that is being brought to [REDACTED] is the issue that the dealer will not work the matter"?

That seems almost like the reverse of the message from the dealer when I called and was told that they could not get the vehicle in so [REDACTED] and if there was an issue with that to contact [REDACTED] customer service.

[REDACTED]

You mentioned that the dealer can repair the concern they just are unable to view the concern until [REDACTED] is that correct?

You [REDACTED]

I see that you are typing. I will give you a couple more minutes to finish.

You [REDACTED]

The root cause of the issue, the fuel filter that has a known failure point and failed causing gallons of fuel to spray over a hot engine (luckily it did not ignite with my [REDACTED] daughter in the vehicle) is literally a swap of a part that takes [REDACTED]. The subsequent other damage will take longer to repair, but the cause of the damage that has rendered the vehicle unsafe is as simple as twisting out [REDACTED] and twisting in the replacement.

[REDACTED]

And it is extremely obviously because when you raise the hood, there is a fountain of diesel fuel spray from the failed part. A quick internet search of "[REDACTED] truck leaking fuel filter" returns [REDACTED] of the same failure.

[REDACTED]

I understand. I know you mentioned you wanted to know if the part can be reimbursed after it is purchased and installed elsewhere. In order to provide further assistance with this concern, the vehicle would need to be diagnosed by a [REDACTED] dealer. [REDACTED] privately owned and operated therefore we are unable to intervene with their scheduling.

You [REDACTED]

So back to square [REDACTED] of the conversation? [REDACTED] will not assist until the dealer takes the vehicle in for repair. The dealers cannot take the vehicle in for repair or [REDACTED] and recommended reaching out to [REDACTED] for help since we are stranded without a vehicle. So [REDACTED] says talk to the dealer, dealer says talk to [REDACTED] and as a result the customer is left without a vehicle or any resolution. Correct in my synopsis?

And I totally do not blame you or harbor ill will towards you in this. Just trying to summarize the interaction and direction.

[REDACTED]

The vehicle would need to be diagnosed in person at a [REDACTED] dealer prior to us reviewing this concern for any possible assistance.

You [REDACTED]

And I am guessing the rental coverage that I spent extra in purchasing through [REDACTED] will only take effect once the vehicle is seen by [REDACTED] in [REDACTED]?

[REDACTED]

If you are referring to the Premium Care extended warranty, you may contact the [REDACTED] for additional details. Their number is [REDACTED]. Their hours of operation are [REDACTED] through [REDACTED].

You [REDACTED]

I haven't heard from you in a few minutes. Do you need more time?

You [REDACTED]

I think the issue that [REDACTED] does not take into account is that you keep referring to the dealer diagnosing the issues as if they do that and then schedule an appointment for repair. Indicating that it should be a quick diagnosis and maybe delay in repair. However, that is not how any dealer works. They will only diagnose the vehicle when they are ready for a repair appointment, not so [REDACTED].

Basically [REDACTED] is saying that we know the customer is getting screwed over, but we are okay with it and will not attempt to care for the customers.

[REDACTED]

I know this is not the answer you were hoping for. What I can do is provide [REDACTED] with your feedback. By providing your feedback, this concern will be brought to the attention of [REDACTED], notifying [REDACTED] that you are dissatisfied with the circumstances.

You [REDACTED]

I haven't heard from you in a few minutes. Do you need more time?

You [REDACTED]

I appreciate the information as it will be helpful moving forward. Thank you for your time and insight. While I appreciate the bringing it to the attention of ford, based on reaching out to them previously when a dealer replaced a faulty part with the incorrect part, caused permanent damage to the vehicle breaking the tailgate during an attempt to correct a recall and caused damage during another attempt at a different recall, I know [REDACTED] never reaches out again.

I appreciate your time and fully understand your hands are tied and unable to address the issue. Thank you though [REDACTED]

You're welcome! I will be sure to note all of the details you have provided to me [REDACTED]. I have documented your feedback, which helps us learn and grow as a company, and to continue providing the best experience to our customers.

Was there anything else I may assist you with at this time?

You [REDACTED]

I wish that was true, but this has only solidified that [REDACTED] refuses to assist customers once a vehicle is purchased. Sadly something [REDACTED] have been brazen enough to joke about.

Thank you again [REDACTED]

Info At [REDACTED]

The chat transcript will be sent to: [REDACTED] at the end of your chat.

You're welcome. 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.

.

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
RESPONSE TEAM [REDACTED] Concern NA CRC COMMUNICATION: Phone
CASE [REDACTED]: Vehicle Concern | FIN Assist Request | CLP / [REDACTED] Loyalty Criteria | 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]
LAST NAME [REDACTED] NAME [REDACTED] | [REDACTED]
ADDRESS: [REDACTED]
CITY STATE ZIP COUNTRY: [REDACTED] | [REDACTED] | [REDACTED]
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]
COMMENTS:

[REDACTED] [REDACTED]

Cust Says: [REDACTED], experience leak in the top center of the secondary fuel filter, I explained to the dir they said, there is no recall (potential warranty), I need assistance for this, because its clearly that my veh experience the same thing that the internet says about this recall, and its dangerous. [REDACTED] Says: N/A CRC Advised: Here's what I did for you, I have tagged this case as a HIGH PRIORITY case which will be escalated 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. The specialist will be in the best position to provide the best resolution possible for this situation. so please keep your line open. provide [REDACTED]

[REDACTED] [REDACTED]

[REDACTED]: OBC to [REDACTED] SHP ([REDACTED]) for [REDACTED] ([REDACTED]) about [REDACTED]

[REDACTED] spoke with SA ([REDACTED]) about leak in [REDACTED] Hosing and under [REDACTED]. SA states that the [REDACTED] has the VEH has the VEH. SA states that the repair was a warrantable repair on RO. [REDACTED] states that he will email [REDACTED] the paid RO for possible FIN Assist.

[REDACTED] S provided the following information/steps to [REDACTED]: Case Number and [REDACTED] Contact Information

NEXT STEPS [REDACTED] S will F/U w/ the [REDACTED] on [REDACTED]

[REDACTED]
Customer Experience Specialist, [REDACTED] Team
Office [REDACTED] ext. [REDACTED]

From: [REDACTED] Sent: [REDACTED] To: [REDACTED] Subject: [REDACTED]
[REDACTED] invoice WARNING: This message originated outside of [REDACTED] Use caution when opening attachments, clicking links, or responding. [REDACTED] Service Advisor [REDACTED] [REDACTED] [REDACTED]
[REDACTED] Ext. [REDACTED]

[REDACTED] [REDACTED]

[REDACTED]: OBC to [REDACTED] SHP ([REDACTED]) for [REDACTED] ([REDACTED]) about [REDACTED]

[REDACTED] spoke with SA ([REDACTED]) about leak in [REDACTED] Hosing and under [REDACTED]. SA states that the [REDACTED] has the VEH has the VEH. SA states that the repair was a warrantable repair on RO. SA states that he will email [REDACTED] the paid RO for possible FIN Assist.

[REDACTED] S provided the following information/steps to [REDACTED]: Case Number and [REDACTED] Contact Information

NEXT STEPS: [REDACTED] S will F/U w/ the [REDACTED] on [REDACTED] @ [REDACTED]

[REDACTED]
Customer Experience Specialist, [REDACTED] Team
Office [REDACTED] ext. [REDACTED]

[REDACTED] [REDACTED]

[REDACTED]: OBC to [REDACTED] ([REDACTED]) about [REDACTED]

[REDACTED] S attempted to speak with [REDACTED] that [REDACTED] would be able to assist with [REDACTED] of the Fuel Line Repair of [REDACTED]. [REDACTED] will email offer to the [REDACTED] as well.

[REDACTED] S provided the following information/steps to [REDACTED]: Case Number and [REDACTED] Contact Information

NEXT STEPS [REDACTED] S will F/U w/ the [REDACTED] on [REDACTED]

[REDACTED]
Customer Experience Specialist, [REDACTED] Team
Office [REDACTED] ext. [REDACTED]

██████████ from cust
cust returning call from agent
CXS advised agent is busy can give financial assistance amounts now and agent will follow up once available
ford share amount ██████████
customer share amount ██████████
cust accepts FAR
cxs advised notify dealership
cust advised he already got the work done .
cxs advised send over RO and proof payment was made to gaent email so he can process remibursment for
repairs already covered .
follow up set ██████████
next steps : recontact
██████████

Customer Experience Specialist/ ██████████ CX

0 ██████████ ext. ██████████
██████████

Adv: [REDACTED]	Tag [REDACTED]	License [REDACTED]	[REDACTED]	[REDACTED]	Invoice C [REDACTED]
Invoice to			Driver/Owner Information		
[REDACTED] [REDACTED] [REDACTED] Cell: [REDACTED] Work: [REDACTED]			[REDACTED] [REDACTED] [REDACTED] Cell: [REDACTED] Work: [REDACTED]		
For Office Use			Vehicle Information		
Odometer in: [REDACTED] Out: [REDACTED]		Dist: [REDACTED] BLACK			
Begin: [REDACTED]	Done: [REDACTED]	Invoiced: [REDACTED] MP	Inservice: [REDACTED]	Production: [REDACTED]	Sold: [REDACTED]
Customer Concern					
Concern +15 Correction 15-1 Parts	CLEAN BATTERY TERMINALS AND REPLACE BATTERY CLEAN BATTERY TERMINALS AND REPLACE BATTERY CLEAN BATTERY TERMINALS AND REPLACE BATTERY Part Number PO# Note Description FMC BXT [REDACTED] BATTERY Tech [REDACTED] DUPONT, [REDACTED] Line Auth: [REDACTED] [REDACTED] [REDACTED]			Operation Tech Amount BATT [REDACTED] * [REDACTED] BATT [REDACTED] * [REDACTED] Qty List Sell 2 S 181.75 159.99 [REDACTED] Subtotal [REDACTED] PARTS [REDACTED] LAB-MECHANICAL [REDACTED] TOTAL CHARGE FOR CONCERN [REDACTED]	
Type: C	Line Flags: NOS				
Concern 51 Correction Parts	CUSTOMER STATES: FUEL LINE ON TOP OF ENGINE NEAR FUEL FILTERS LEAKING EXCESSIVELY. CHECK AND ADVISE FOUND FUEL FILTER HOUSING CRACKED ON TOP CAUSING EXCESSIVE FUEL LEAK UNDER HOOD, REPLACED FUEL FILTER SECONDARY AND PRIMARY WASHED DOWN UNDER HOOD. RAN VEHICLE CHECKED FOR ANY OTHER LEAKS NONE FOUND. Part Number PO# Note Description FMC [REDACTED] [REDACTED] ELEMENT Tech [REDACTED] DUPONT, [REDACTED] Line Auth: [REDACTED] [REDACTED]			Operation Tech Units Amount [REDACTED] * [REDACTED] Qty List Sell [REDACTED] [REDACTED] [REDACTED] Subtotal [REDACTED] PARTS [REDACTED] HAZARDOUS WASTE CHG 15.00 LAB-MECHANICAL [REDACTED]	

Adv: [REDACTED]	Tag [REDACTED]	License [REDACTED]	[REDACTED]	[REDACTED]	Invoice C [REDACTED]
Invoice to: [REDACTED]			Driver/Owner [REDACTED]		
Invoiced: [REDACTED] MP			[REDACTED] BLACK		
Type: C	Line Flags: HAZ		TOTAL CHARGE FOR CONCERN [REDACTED]		

Summary of Charges for Invoice [REDACTED]		Payment Distribution for Invoice C [REDACTED]	
PARTS	[REDACTED]	TOTAL CHARGE	[REDACTED]
SUPPLIES	[REDACTED]	MASTER CARD	[REDACTED]
HAZARDOUS WASTE CHG	[REDACTED]		
EPA COMPLIANCE CHG	2.00		
LAB-MECHANICAL	120.33		
SUB-TOTAL	630.22		
STATE TAX @ [REDACTED]	40.02		
TOTAL CHARGE	[REDACTED]		

If you have any questions - please see [REDACTED]
 THANK YOU FOR YOUR BUSINESS! YOU WILL BE RECEIVING A SURVEY SHORTLY
 AFTER THIS VISIT. ANYTHING LESS THAN [REDACTED] SATISFIED PLEASE CONTACT ME
 DIRECTLY AT [REDACTED]. SINCERELY, [REDACTED]
 PLEASE LET US KNOW IF YOUR ADDRESS HAS CHANGED.

PHONE

Adv: [REDACTED]	Tag [REDACTED]	License [REDACTED]	[REDACTED]	[REDACTED]	Invoice C [REDACTED]
Invoice to			Driver/Owner Information		
PO BOX [REDACTED] SCOTLAND, CT [REDACTED] [REDACTED] Work: [REDACTED]			PO [REDACTED] [REDACTED] Cell: [REDACTED] Work: [REDACTED]		
For office Use			Vehicle Information		
Odometer in: [REDACTED]	Out: [REDACTED]	Dist: [REDACTED] CUS C	Prelim [REDACTED]	[REDACTED]	[REDACTED]
Begin: [REDACTED]	Done: [REDACTED]	Invoiced: [REDACTED] BR	Inservice: [REDACTED]	Production: [REDACTED]	Sold: [REDACTED]
Customer Concern					
Concern +15 Correction 15-1 Parts	CLEAN BATTERY TERMINALS AND REPLACE BATTERY CLEAN BATTERY TERMINALS AND REPLACE BATTERY CLEAN BATTERY TERMINALS AND REPLACE BATTERY Part Number [REDACTED] PO# [REDACTED] Note [REDACTED] Description BATTERY FMC [REDACTED] Tech [REDACTED] Line Auth: [REDACTED]			Operation Tech Amount BATT [REDACTED] * [REDACTED] BATT [REDACTED] 0.3 * [REDACTED] Qty List Sell 2 S [REDACTED] [REDACTED] Subtotal [REDACTED] PARTS [REDACTED] LAB-MECHANICAL [REDACTED] TOTAL CHARGE FOR CONCERN [REDACTED]	
Type: C	Line Flags: NOS				
Concern 51 Correction Parts	CUSTOMER STATES: FUEL LINE ON TOP OF [REDACTED] NEAR FUEL FILTERS LEAKING EXCESSIVELY. CHECK AND ADVISE FOUND FUEL FILTER HOUSING CRACKED ON TOP CAUSING EXCESSIVE FUEL LEAK UNDER HOOD, REPLACED FUEL FILTER SECONDARY AND PRIMARY WASHED DOWN UNDER HOOD. RAN VEHICLE CHECKED FOR ANY OTHER LEAKS NONE FOUND. Part Number [REDACTED] PO# [REDACTED] Note [REDACTED] Description ELEMENT FMC [REDACTED] Tech [REDACTED] Line Auth: [REDACTED]			Operation Tech Units Amount 64FUEL [REDACTED] * [REDACTED] Qty List Sell 1 [REDACTED] Subtotal [REDACTED] PARTS [REDACTED] HAZARDOUS WASTE CHG 15.00 LAB-MECHANICAL [REDACTED]	

X



2-21-24

2 Batteries

39,500

P.O. Box 308
Columbia CT 06227
PHONE [REDACTED]

Primary +
Secondary

Change over 12,000

Adv: [REDACTED]	Tag [REDACTED]	License [REDACTED]	[REDACTED]	Page 2 (Last) Invoice [REDACTED]
Invoice to: [REDACTED]		Driver/Owner: [REDACTED]		
Invoiced: [REDACTED] BR		[REDACTED] XLT [REDACTED] SUPERCAB BLACK		
Type: C	Line Flags: HAZ	TOTAL CHARGE FOR CONCERN		261.38
Summary of Charges for Invoice [REDACTED]		Payment Distribution for Invoice [REDACTED]		
PARTS SUPPLIES HAZARDOUS WASTE CHG [REDACTED] COMPLIANCE CHG LAB-MECHANICAL SUB-TOTAL STATE TAX @ [REDACTED] TOTAL CHARGE		TOTAL CHARGE 12.96 DUE [REDACTED] 670.24		

Next

THOMAS ANDREW
If you have any questions - please see BRIAN J ROUSH
THANK YOU FOR YOUR BUSINESS! YOU WILL BE RECEIVING A SURVEY SHORTLY
AFTER THIS VISIT. ANYTHING [REDACTED] THAN [REDACTED] SATISFIED PLEASE CONTACT ME
DIRECTLY AT [REDACTED]. SINCERELY, [REDACTED]
PLEASE LET US KNOW IF YOUR ADDRESS HAS CHANGED.

COLUMBIA FORD
[REDACTED]
COLUMBIA CT [REDACTED]
[REDACTED]
CREDIT CARD
MC SALE
Card # XXXXXXXXXX [REDACTED]
Chip Card: [REDACTED]
AID: [REDACTED]
SEQ #: 12
Batch #: 6
TRANS [REDACTED]
Trans #: 11
CLERK [REDACTED]
Approval Code: [REDACTED]
TRANS ID: [REDACTED]
Entry Method: [REDACTED] Chip Read
Mode: [REDACTED] Issuer
SALE AMOUNT [REDACTED]
THANK YOU
CUSTOMER COPY

Debit Card Reimbursement Template

Purpose: To be used for [REDACTED] via [REDACTED] Portal and to be attached to [REDACTED] ([REDACTED]) case for review. This information will be reviewed by the supervisor during the approval process. Once completed, the information should be added to the [REDACTED] Case Notes Section by copy/paste function. In addition, the supporting documentation for this request is required to be attached to in the same notes.

Notes:

- Most reimbursements should be processed when the vehicle has been repaired.
- Address confirmation is paramount – please confirm address to mail the debit card to with the customer.

[REDACTED] Case #:	[REDACTED]
Primary Reason for Reimbursement Offer(s): Repair Reimbursement – [REDACTED]	
Is this reimbursement due to a parts delay: No	
Part Name/Number: [REDACTED]	
Date or Expected Date of Vehicle Repair:	
Is there a risk for a Buyback Request: Enter yes/no	
[REDACTED] Case #:	[REDACTED]
Customer Information	
Name: [REDACTED]	
Mailing Address: [REDACTED]	
Mailing Address Verified: Yes	
Is the customer a Citizen of [REDACTED]: No	
VIN: [REDACTED]	
Reimbursement Information (fill in [REDACTED] type entered in [REDACTED] Case)	
Consequential Expense Reimbursement: N/A	
Amount: [REDACTED]	
Vehicle Payment Reimbursement: N/A	
Amount: [REDACTED]	
Rental Reimbursement: N/A	
Amount: [REDACTED]	
Repair Reimbursement: Supporting documents attached to case.	
Causal Part Number: [REDACTED]	
Amount: [REDACTED]	
([REDACTED] in [REDACTED] Submission Form) Reason for Customer Reimbursement: Consequential Expenses = CONEXP, Vehicle Payment = VEHAPAY, Rentals = RENTAL, Repair Reimbursement = Causal Part Code	

Additional Comments:

Important: Please see below for information about the [REDACTED] [REDACTED] ([REDACTED])

[REDACTED] [REDACTED] ([REDACTED]) Program	[REDACTED] Job Role / [REDACTED]	[REDACTED] Job Role CXS / [REDACTED]
[REDACTED] [REDACTED] IWL/TAP)	[REDACTED]	
Repair (Gas Engine, All Others)		
Repair Diesel Engine		
Vehicle Payments		
Consequential Expenses		
Refund		
Time and Mileage		

CASE NUMBER: [REDACTED] STATUS: Information Provided
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
RESPONSE TEAM: US [REDACTED] Customer NA CRC COMMUNICATION: Phone
CASE [REDACTED]: Legal | Alleged Property Damage due to product failure | |
DEALER NAME [REDACTED]
[REDACTED] CODE: [REDACTED] SALES CODE [REDACTED] REGION: [REDACTED]: WEG
VIN: [REDACTED] MODEL YEAR [REDACTED] MODEL: MEDIUM HEAVY MILEAGE:
BODY STYLE [REDACTED] REGCAB DIESEL KICKUP
LAST NAME [REDACTED] NAM [REDACTED]: [REDACTED] [REDACTED]
ADDRESS:
[REDACTED] COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Safe & Secure | Visible Flame | Under Hood | UNKNOWN
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]
COMMENTS:

[REDACTED] [REDACTED]

CONTACT VIA: Email Name: [REDACTED] Phone: [REDACTED] office Email: [REDACTED]
Company: CA Gov - Position: Automotive Pool [REDACTED] Fliv: Number of [REDACTED] Veh in Fleet: Dept State
Hospitals CUST SAYS: Ambulance – caught on fire, due to housing fuel filter housing. This the [REDACTED]
changed due to leaking. [REDACTED] submitted inquiry from [REDACTED]. Got an email back from [REDACTED] Legal saying to fix it.
Covered under [REDACTED] warranty. He has been following up with [REDACTED], but [REDACTED] states they are not getting any
answers from warranty that can approve the repairs. The different department communication issue. This
veh: VIN: [REDACTED] Mileage: [REDACTED] Better than have of the fleet of [REDACTED] are [REDACTED]
we have encrypted email system. If he sends me an email, will have to set up a password process. But after
that it is not an issue. He can receive all our emails no issue. [REDACTED] OF TROUBLE: All of the
fire damage is under the hood, melted all the wiring harness, all damage can be repaired at dealership. Fire
was put out promptly. DEALER: [REDACTED] Contact: [REDACTED] CXS ADVISED: Case mgr will be
assigned. Provided my contact info and Case number. Will reach out to dlr and assist. He will receive a F/U
no later than end of day [REDACTED].

[REDACTED] [REDACTED]

Case Number : [REDACTED] Customer : [REDACTED] Business Phone : Home
Phone : Mobile Phone : LTV Score : Vehicle Purchase Status : Original Owner [REDACTED] Credit Contract
Number : Part Number : Dealer Name : Dealer P&A : Dealer phone : VIN : [REDACTED] Year :
[REDACTED] Make : [REDACTED] Model : [REDACTED] Mileage : [REDACTED] Engine Specification : [REDACTED] ORV /C SCORPION DSL-
A Transmission Specification : [REDACTED] AUTO TRANS ([REDACTED] -SM DSL Warranty Start Date : [REDACTED] Open
Recall/FSA: [REDACTED] DIESEL PARTICULATE FILTER WARRANTY EXTENSION WITH DIAGNOSTIC
TROUBLE CODE [REDACTED] ESP : Hotline Contact : None Warranty History : [REDACTED] DEALER: [REDACTED]
[REDACTED] ODOMETER: [REDACTED] WARRANTY CLAIM NUMBER: [REDACTED] CODE01 CONDITION
DESCBROKEN/CRACKED LABOR OP PART NUMBERPART DESCRIPTIONQUANTITY [REDACTED] D
[REDACTED] [REDACTED] [REDACTED] [REDACTED] TECH [REDACTED] FOUND THAT TRANSMISSION
FILLER TUBE BROKE IN [REDACTED] TECH INSTALL NEW TRANSMISSION FILLER TUBE WORK
COMPLETED AIR FILTER AND BLET.

[REDACTED] [REDACTED]

Assigned to [REDACTED]

[REDACTED]

[REDACTED] to CUST [REDACTED] [REDACTED]

es left [REDACTED] #/calling regarding your ambulance that had a fire and is at [REDACTED] for repair; I'm sorry I missed you and will try again [REDACTED] before COB

TALKING POINTS:

Visible flames?

Retained attorney?

Contacted Insurance company?

Seeking Financial Assistance?

IF YES:

When did the vehicle catch fire?
Where did the fire originate in the vehicle?
Was the vehicle running when the fire started?
Where is the vehicle currently located?
Was a fire report filed with the fire department (Yes or No)?

If a fire report was filed, can you provide a copy of the report?
If no fire report copy is available, what is the report number, and in what city and county was the report filed?
What was the city and state where the fire occurred?
Were any injuries sustained for which the parties sought treatment? If yes, provide the [REDACTED] and last names of all injured parties.
Is the vehicle repairable?
Are you seeking any form of assistance from [REDACTED]? If yes, what form of assistance (e.g., medical bill reimbursement, repair assistance, etc.)?
Other than the vehicle, were there any other damages?
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)?
What email address would you like our [REDACTED] to send the communication to regarding this matter?
What mailing address would you like our [REDACTED] to send your written response to (document the full address)?

IF NO:

When did the vehicle catch fire?
Where did the fire originate in the vehicle?
Was the vehicle running when the fire started?
Where is the vehicle currently located?
Was the fire report filed with the fire department?

If a fire report was filed, can you provide a copy of the report?
If a fire report copy is not available, what is the report number and in what city and country was the report filed?
What was the city and state where the fire occurred?
Were any injuries sustained for which the parties sought treatment? If yes, provide the [REDACTED] and last names of all injured parties.
Is the vehicle repairable?
Were there any other damages aside from the vehicle?
Can you confirm you are not currently seeking any form of assistance from [REDACTED]?

[REDACTED] [REDACTED]

IBE fm CUST [REDACTED] 1700hrs

"Hi, [REDACTED] My name is [REDACTED]. I just missed a call from you about 40 minutes ago or so. If you could, I'd really like to talk to you [REDACTED] and see how this is progressing because my ambulance has been down since I think [REDACTED] and obviously it's an emergency piece of equipment that we need back as soon as possible. The [REDACTED] dealer can't start working until the actual case number... uh, they have a case number to bill it to. So, if you could, I'd really appreciate it if you could call back [REDACTED]. The case number is [REDACTED] and again it's [REDACTED]. My phone number is [REDACTED] thank you very much!"

[REDACTED] C to [REDACTED]

call [REDACTED] fax machine

[REDACTED]

[REDACTED]

es calling to gather info:

SA [REDACTED]

email [REDACTED]

P&A: [REDACTED]

RO [REDACTED]

opened [REDACTED]

mileage unk can't power up due to fire

SA says current repair status: caught fire, can't start, caused by defective fuel filter, got approval fm cust for teardown, recommend replacing burnt items, so we can diagnose engine, currently at estimate of [REDACTED] for repair but could increase, cust came with state auto inspector, we provided cause & recommendation for repair, inspector mentioned there is known issue with fuel filters, but [REDACTED] found it doesn't apply to this vin; our rep got [REDACTED] legal involved; [REDACTED] legal said it should be covered under warranty, WA was told cust needs to reach out insurance;

work cell for cust [REDACTED]

[REDACTED] to [REDACTED] [REDACTED]

es left VM: [REDACTED] I'm sorry I missed you when you called back [REDACTED], we have a time zone difference - I'm on the [REDACTED] and had already left for the day when you called; the [REDACTED] provided your cell phone number to me. I'll try that one as well.

[REDACTED] to [REDACTED] [REDACTED]

es left VM: [REDACTED] #/calling regarding your ambulance that had a fire and is at [REDACTED] for repair, I'm sorry I missed you and will try again [REDACTED] before [REDACTED]

TALKING POINTS:

Visible flames?

Retained attorney?

Contacted Insurance company?

Seeking Financial Assistance?

IF YES:

When did the vehicle catch fire?

Where did the fire originate in the vehicle?

Was the vehicle running when the fire started?

Where is the vehicle currently located?

Was a fire report filed with the fire department (Yes or No)?

If a fire report was filed, can you provide a copy of the report?

If no fire report copy is available, what is the report number, and in what city and county was the report filed?

What was the city and state where the fire occurred?

Were any injuries sustained for which the parties sought treatment? If yes, provide the [REDACTED] and last names of all injured parties.

Is the vehicle repairable?

Are you seeking any form of assistance from [REDACTED]? If yes, what form of assistance (e.g., medical bill reimbursement, repair assistance, etc.)?

Other than the vehicle, were there any other damages?

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)?

What email address would you like our [REDACTED] to send the communication to regarding this matter?

What mailing address would you like our [REDACTED] to send your written response to (document the full address)?

IF NO:

When did the vehicle catch fire?

Where did the fire originate in the vehicle?

Was the vehicle running when the fire started?

Where is the vehicle currently located?

Was the fire report filed with the fire department?

If a fire report was filed, can you provide a copy of the report?

If a fire report copy is not available, what is the report number and in what city and country was the report filed?

What was the city and state where the fire occurred?

Were any injuries sustained for which the parties sought treatment? If yes, provide the [REDACTED] and last names of all injured parties.

Is the vehicle repairable?

Were there any other damages aside from the vehicle?

Can you confirm you are not currently seeking any form of assistance from [REDACTED]?

[REDACTED] fm [REDACTED] [REDACTED] 1hrs

"Hi, [REDACTED] This is [REDACTED] from [REDACTED] again. We're playing phone tag. I was in training [REDACTED]. I'm sorry, my case number is [REDACTED] and it involves our [REDACTED] ambulance that caught on fire over at [REDACTED]. Anyway, please give me a call at [REDACTED] or you can call my cell at [REDACTED]. Thank you again. Bye bye."

IBE fm CUST

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED] (M)
Subject: CAS [REDACTED]

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

This is a secure message.
Click here by [REDACTED] to read your message.
After that, open the attachment.
More Info
Disclaimer: This email and its content are confidential and intended solely for the use of the addressee.
Please notify the sender if you have received this email in error or simply delete it.

Secured by [REDACTED], Copyright © [REDACTED] [REDACTED] All rights reserved.

SECURE MESSAGE:

Reply
Reply All
Help
Digital Signature is VALID

CAS [REDACTED]

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

Hello [REDACTED],

This is [REDACTED] from [REDACTED] hospital in [REDACTED]. Thank you for leaving your email address on the message, it ends the phone tag. Test

[REDACTED]

[REDACTED]
Automotive Pool Manager II
General Services – Transportation

Desk: [REDACTED]
Main: [REDACTED]
Fax: [REDACTED]
Email: [REDACTED]

Case Note Template: Seeking Financial Assistance

Visible flames? yes, [REDACTED] quoted [REDACTED], I think quote may go down

Retained attorney? no, not yet

Contacted Insurance company? self insured

Seeking Financial Assistance? yes

IF YES:

When did the vehicle catch fire? [REDACTED]

Where did the fire originate in the vehicle? under the hood

Was the vehicle running when the fire started? yes

Where is the vehicle currently located? [REDACTED] [REDACTED]

Was a fire report filed with the fire department (Yes or No)? don't believe so

If a fire report was filed, can you provide a copy of the report?

If no fire report copy is available, what is the report number, and in what city and county was the report filed?

What was the city and state where the fire occurred? [REDACTED]

Were any injuries sustained for which the parties sought treatment? If yes, provide the [REDACTED] and last names of all injured parties. No injuries

Is the vehicle repairable? yes

Are you seeking any form of assistance from [REDACTED]? If yes, what form of assistance (e.g., medical bill reimbursement, repair assistance, etc.)? total cost repair

Other than the vehicle, were there any other damages? no

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)?

What email address would you like our [REDACTED] send the communication to regarding this matter? [REDACTED]

What mailing address would you like our [REDACTED] send your written response to (document the full address)?

Automotive Pool Manager II

General Services – Transportation

OBE to CUST

From: [REDACTED]

Sent: [REDACTED]

To: [REDACTED]

Subject: RE: CAS [REDACTED]

Good morning,

I wanted to follow up with you to let you know that your case has been escalated to the Office of General Counsel. All information from your case has been provided to them and you will be emailed a response within [REDACTED]

Respectfully,

[REDACTED]
Escalation Specialist, [REDACTED] Team

O [REDACTED] then 1, ext [REDACTED]

Case Note Template: Seeking Financial Assistance

Visible flames? yes, [REDACTED] quoted [REDACTED], I think quote may go down

Retained attorney? no, not yet

Contacted Insurance company? self insured

Seeking Financial Assistance? yes

IF YES:

When did the vehicle catch fire? [REDACTED]

Where did the fire originate in the vehicle? under the hood

Was the vehicle running when the fire started? yes

Where is the vehicle currently located? [REDACTED] [REDACTED]

Was a fire report filed with the fire department (Yes or No)? don't believe so

If a fire report was filed, can you provide a copy of the report?

If no fire report copy is available, what is the report number, and in what city and county was the report filed?

What was the city and state where the fire occurred? [REDACTED]

Were any injuries sustained for which the parties sought treatment? If yes, provide the [REDACTED] and last names of all injured parties. No injuries

Is the vehicle repairable? yes

Are you seeking any form of assistance from [REDACTED]? If yes, what form of assistance (e.g., medical bill reimbursement, repair assistance, etc.)? total cost repair

Other than the vehicle, were there any other damages? no

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)?

What email address would you like our [REDACTED] send the communication to regarding this matter? [REDACTED]

What mailing address would you like our [REDACTED] send your written response to (document the full address)?

Automotive Pool Manager II

General Services – Transportation

CASE ATTACHMENTS:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN [REDACTED] CLOSED [REDACTED] BUSINESS UNIT NAME [REDACTED]
RESPONSE TEAM [REDACTED] Inbound NA CRC 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:
PA CODE: DLR SALES CODE: REGION: ZONE:
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 [REDACTED] | [REDACTED] | [REDACTED]
HOME PHONE [REDACTED]
SYMPTOMS: Start/Run/Move | Fluids | Fuel | UNKNOWN
ANALYST NAME [REDACTED] OPEN ANALYST NAME [REDACTED]
COMMENTS:
[REDACTED] [REDACTED]

CONTACT VIA PHONE
DELEGATE NAME [REDACTED]
PHONE NUMBER [REDACTED]
RELATIONSHIP: WIFE

CUST SAYS:
We trying to settle, waiting for a callback.
We bought a [REDACTED] caught on fire and burn totally up, [REDACTED]. We've taken picture and
stuff on it. [REDACTED] owe a money from the veh. Insurance company is being uncooperative about the rental
and hauling. I need a assistance from this. The fire originated on the fuel filter, under the driver side wiper
blade, engine on the firewall.

PER CUST/ DLR SAYS: N/A

CRC ADVISED:

Inform the recall-
[REDACTED] FRONT WIPER ARM REPLACEMENT
[REDACTED] REPROGRAM POWERTRAIN CONTROL MODULE PCM TRANSMISSION CONTROL MODULE
TCM

Fire Questionnaire

Filed a claim with their insurance company? Yes
What is the status of the claim? Totaled
When did the vehicle catch fire? [REDACTED]
Where did the fire originate in the vehicle? On the fuel filter, under the driver side wiper blade, engine on the
firewall
Was the vehicle running when the fire started? Yes
Where is the vehicle currently located? [REDACTED] in [REDACTED]
Was a fire report filed with the fire department? Yes
can you provide a copy of the report? Yes
what is the report number, and in what city and county was the report filed? [REDACTED]
What was the city and state where the fire occurred? [REDACTED]
Were any injuries sustained for which the parties sought treatment? NO
Is the vehicle repairable? NO
Are you seeking any form of assistance from [REDACTED]? Financial Asssiatnce
Other than the vehicle, were there any other damages? NO

Validate customer's BCM / Address & Email (for [REDACTED] send communication)

if the customer mentions they have sought or retained an attorney)? NO

I will forward your information to [REDACTED]'s Office of the General Counsel. You should receive a written response
within [REDACTED] business days to your concern.
Provide [REDACTED]

expect Communication coming from [REDACTED] and Stay contact with your insurance

CASE ATTACHMENTS:

CASE NUMBER [REDACTED]
OPEN [REDACTED] CLOSED [REDACTED]
RESPONSE TEAM [REDACTED] 1 Chat NA CRC
CASE [REDACTED]: Recall | General/Other | |
DEALER NAME:
PA CODE: DLR SALES CODE:
VIN: [REDACTED] MODEL YEAR [REDACTED]
BODY STYLE: [REDACTED] CREWCAB SRW
LAST NAME [REDACTED] NAME MIDDLE: | |
ADDRESS:
[REDACTED] ZIP COUNTRY: | | |
HOME PHONE:
SYMPTOMS: Start/Run/Move | Fluids | Fuel | Visible Leak
ANALYST NAME [REDACTED]
COMMENTS:
[REDACTED]

STATUS: Information Provided
BUSINESS UNIT NAME [REDACTED]
COMMUNICATION: Chat
REGION: ZONE:
MODEL: [REDACTED] SUPER DUTY MILEAGE:

OPEN ANALYST NAME [REDACTED]

Hi, [REDACTED] Thank you so much for your patience with our longer than normal hold time. My name is [REDACTED].
How may I help you [REDACTED]?
You [REDACTED]
I have a GSA Fleet vehicle that had the secondary fuel filter start leaking
I was told by my [REDACTED] that you guys have a recall on the filter container
[REDACTED] you for chatting in [REDACTED]. I will be happy to assist with checking on this recall. [REDACTED]
If [REDACTED]
You [REDACTED]
Thank you for your patience. Currently, [REDACTED] I am not seeing that the vehicle has a recall on the fuel filter.
You can visit [REDACTED] to view the recalls for the vehicle.
You [REDACTED]
ok thanks... I will just deal with a local shop then.
[REDACTED] [REDACTED]

CASE ATTACHMENTS: