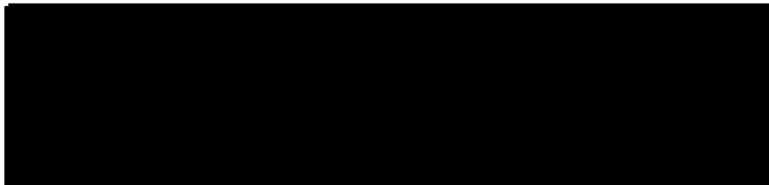
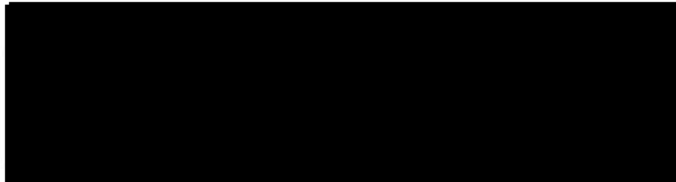
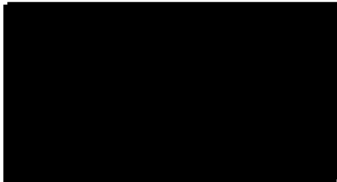


PEER VEHICLE





Fleet Request for Office of the General [REDACTED] Review

Email the completed form to [REDACTED] [REDACTED]

[REDACTED] are required and must be filled in accordingly before sending this form.

Date: [REDACTED]

Case #: _____

Supporting documents included in fax? ☐ Yes

([REDACTED] [REDACTED])

FLEET INFO

Fleet Name: [REDACTED]

Contact: [REDACTED]

Address: [REDACTED]

Title: Director, Engineering & Business Ops

Phone: [REDACTED]

Is this a Fleet Managed vehicle? ☐ No

If yes, please provide the following:

MANAGED FLEET INFO

Fleet Name: _____

Contact: _____

Address: _____

Title: _____

Phone: _____

Who will be the [REDACTED] point of contact?

***There Can Only Be [REDACTED] of Contact For A Claim *** **VEHICLE INFORMATION**

Vehicle Year: [REDACTED]

Vehicle Model: [REDACTED]

VIN: [REDACTED]

Warranty Start Date: [REDACTED]

Note: VINs are [REDACTED] long and no letters "I" or "O"

CURRENT VEHICLE LOCATION

Name of Business or Dealer: [REDACTED] & [REDACTED] Garage

Address: [REDACTED]

Contact: [REDACTED]

Title: Director, Fleet Operations

DETAILS OF INCIDENT

Incident Involves:

☐ Accident ☒ Fire ☐ Injury ☐ Medical Attention Sought

Description of Incident: ** Vehicle traveling paved road. Driver reported seeing smoke and the engine shutoff.

Driver exited the vehicle but was unable to extinguish the fire.

** Do not request investigation if repairs have been completed.

Was a Police/Fire report made? ☐ Yes Name of the Police/ [REDACTED] [REDACTED]

Report Number [REDACTED]

What is the alleged defect: Fuel filter failure

Has the alleged defective part been repaired or replaced?

What was the city, state and date of occurrence: [REDACTED]

What was the mileage at time of occurrence: [REDACTED] _____

List all after market additions or modifications that were made to the vehicle

device and utility body

Was the engine running? Yes

Were the keys in the ignition? ☒ Yes

Has an insurance company been advised of this incident? ☐ No

If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.

FLEET REPRESENTATIVE CONTACT

Name: _____

CDS ID: FIN: [REDACTED] / P&A: [REDACTED]

Phone: [REDACTED]

Fax: _____

ATTORNEY INFORMATION

Attorney Involved? ☐ No

If yes, Attorney's Name: _____

Phone #: _____

ADDITIONAL COMMENTS/INSTRUCTIONS: Please advise on actions to prevent recurrence on [REDACTED] assets in fleet with [REDACTED]

and cost recovery process for asset destroyed in fire.









[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Dealer/Fleet Request For [REDACTED] Review
Date: [REDACTED]

Dealer/Fleet Request For [REDACTED] Review	
Dealership/Fleet Name:	[REDACTED]
Requesting Dealer/Fleet:	[REDACTED] Ford Pro Elite Center
&A Code:	[REDACTED]
Contact Person:	[REDACTED]
Title:	fleet service advisor
Phone Number:	6 [REDACTED]
Fax Number:	[REDACTED]
Email Address:	[REDACTED]
Region:	[REDACTED]
Address:	[REDACTED]
Zip Code:	[REDACTED]
CUSTOMER/VEHICLE INFORMATION	
Warranty Start Date:	[REDACTED]
Vehicle Year:	2000
Vehicle Model:	F [REDACTED]
Vehicle VIN:	[REDACTED]
Mileage:	22632
Customer/Fleet Name:	[REDACTED]
City:	[REDACTED]
Zip Code:	[REDACTED]
Contact Phone:	[REDACTED]
Work Phone:	[REDACTED]
Email Address:	[REDACTED]
Region:	[REDACTED]
DETAILS OF INCIDENT	

Incident Involves:	Fire
Date of Incident:	██████████
County in which incident occurred:	██████████
Is customer alleging a component defect CAUSED the incident?	Yes
If yes, what type & details: If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap	secondary fuel filter housing leak
Was a police report filed?	No
If yes, where:	Fire dept however did respond and put out fire
Has the insurance company been contacted?	No
What did the insurance company advise?	self insured
Name and phone number of owner's insurance company & agent's name:	██████████s self insured
If the vehicle is a conversion unit, who is the coach builder?	bucket truck/ alltec
City:	
State:	
Zip Code:	
Vehicle Location:	El Cajon ██████████ ██████████ ██████████ Cajon, Ca ██████████

Attorney Information (if applicable):	
█████ Contact (if applicable - █████ Only):	
RESOLUTION THAT CUSTOMER IS SEEKING:	get the truck back on the road asap in reliable working condition
COMMENTS:	I spoke to █████ and he provided me with a email of incident write up and the majority of the details from this incident. He also informed me █████ is the █████ senior counsel and can be reached at █████ if need be.

From: [REDACTED]
To: [REDACTED]
Subject: RE: Liability Claim Re: [REDACTED]
Date: [REDACTED]
Attachments: [REDACTED]

Friendly reminder that we are still waiting for the fire report ahead of the [REDACTED] inspection scheduled if possible.

Thank you,

[REDACTED]

Legal Analyst

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] (fax)

[REDACTED]

Go the extra mile. It is never crowded.

PRIVILEGED AND CONFIDENTIAL, DO NOT FORWARD

*****PLEASE NOTE FORD IS NOT LIABLE FOR ANY RENTAL OR STORAGE CHARGES WHILE MATTER IS BEING INVESTIGATED*****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CONTACT PERSON LISTED ON THIS FORM WILL BE NOTIFIED OF OUR DECISION*****

*****EVALUATIONS MAY TAKE [REDACTED] TO COMPLETE******

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Liability Claim Re: [REDACTED] [REDACTED]

Received, thank you. I will continue to wait for the fire report.

[REDACTED]

Legal Analyst

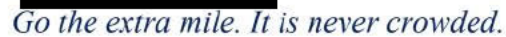
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] (fax)

[REDACTED] [REDACTED]



EVALUATIONS MAY TAKE [REDACTED] TO COMPLETE

Good [REDACTED],

Adding [REDACTED], [REDACTED], [REDACTED]

I received your maintenance records request, and we are working on that right now.

- Just for awareness [REDACTED] E has not received a fire report.

I will get those records over to you as soon as I hear back from our systems team.

Thanks,

_____ M gr.

THE
E
FO



For more information about privacy at SDG&E visit [sdge.com/privacy](#)

From: [REDACTED] (K.) <[REDACTED]>

Sent: [REDACTED]

To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>

Subject: [EXTERNAL] RE: Liability Claim Re: [REDACTED] No. [REDACTED]

Good morning Gentlemen,

Our engineering department will be conducting a physical inspection of this unit on [REDACTED]. The fire report and service records for this vehicle are also needed to ensure its productivity. Therefore, we ask that you forward the requested to my attention as soon as possible before [REDACTED].

Thank you,

■■■■■■■■■■

Legal Analyst

© 2006 The Authors

□ □ □ □ □

(fax)



Go the extra mile. It is never crowded.

PRIVILEGED AND CONFIDENTIAL, DO NOT FORWARD

*****PLEASE NOTE FORD IS NOT LIABLE FOR ANY RENTAL OR STORAGE CHARGES WHILE MATTER IS BEING INVESTIGATED*****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CONTACT PERSON LISTED ON THIS FORM WILL BE NOTIFIED OF OUR DECISION*****

*****EVALUATIONS MAY TAKE [REDACTED] TO COMPLETE*****

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Liability Claim Re: [REDACTED] No. [REDACTED]

I will request the report and now service records from him directly.

Thank you for your assistance. I will keep you updated as needed.

[REDACTED]

Legal Analyst

[REDACTED] of [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] B (fax)

[REDACTED]

Go the extra mile. It is never crowded.

PRIVILEGED AND CONFIDENTIAL, DO NOT FORWARD

*****PLEASE NOTE FORD IS NOT LIABLE FOR ANY RENTAL OR STORAGE CHARGES WHILE MATTER IS BEING INVESTIGATED*****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CONTACT PERSON LISTED ON THIS FORM WILL BE NOTIFIED OF OUR DECISION*****

*****EVALUATIONS MAY TAKE [REDACTED] TO COMPLETE*****

From [REDACTED] <[REDACTED]>

Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Re: Liability Claim Re: [REDACTED] [REDACTED]

Good [REDACTED],

I have not received a fire report yet. My point of contact is [REDACTED]. His email is [REDACTED]. He is the fleet and maintenance operations manager for [REDACTED]. Is it ok if I CC him in this thread or would you like to contact him directly. I am not sure how legal situations with the [REDACTED] works. This is my 1st experience with this.

Thanks,

[REDACTED]
[REDACTED] Service Advisor
[REDACTED] EXT [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Liability Claim Re: [REDACTED] [REDACTED]

Good morning,

Can you please provide a copy of the fire report if since received?

Thank you,

[REDACTED]
Legal Analyst
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] (fax)
[REDACTED]

Go the extra mile. It is never crowded.

PRIVILEGED AND CONFIDENTIAL, DO NOT FORWARD

*****PLEASE NOTE FORD IS NOT LIABLE FOR ANY RENTAL OR STORAGE CHARGES WHILE MATTER IS BEING INVESTIGATED*****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE**

THOROUGHLY REVIEWED AND THE CONTACT PERSON LISTED ON THIS FORM
WILL BE NOTIFIED OF OUR DECISION***
EVALUATIONS MAY TAKE [REDACTED] TO COMPLETE*

From: [REDACTED] (K.)
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Liability Claim Re: [REDACTED] No. [REDACTED]

Received. I appreciate your prompt response. We believe further investigation by our engineering department is appropriate. I will forward this information to them and advise when further information becomes available.

Thank you,

[REDACTED]

Legal Analyst

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] B (fax)

[REDACTED]

Go the extra mile. It is never crowded.

PRIVILEGED AND CONFIDENTIAL, DO NOT FORWARD

***PLEASE NOTE FORD IS NOT LIABLE FOR ANY RENTAL OR STORAGE
CHARGES WHILE MATTER IS BEING INVESTIGATED***

***ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE
THOROUGHLY REVIEWED AND THE CONTACT PERSON LISTED ON THIS FORM
WILL BE NOTIFIED OF OUR DECISION***

EVALUATIONS MAY TAKE [REDACTED] TO COMPLETE*

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] (K.) <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Re: Liability Claim Re: [REDACTED] No. 1 [REDACTED]

Good afternoon [REDACTED],

I attached a copy of the repair order with tech findings.

Here is the notes from the incident report from [REDACTED] my point of contact with [REDACTED] Unit:

- [REDACTED], [REDACTED] diesel
- VIN [REDACTED]

Incident write-up:

- [REDACTED], at approximately [REDACTED], an [REDACTED] had responded to a trouble call at [REDACTED]. While at the scene, parked, idling, and waiting for orders from [REDACTED], his vehicle went into exhaust regen mode. Shortly after he noticed smoke coming through the vents in the cab. The vehicle then ignited causing the engine compartment to fully catch on fire. [REDACTED] was called at [REDACTED]. The EE used a fire extinguisher to suppress the flames but they would re-ignite. A [REDACTED] showed up and tried to assist with his fire extinguisher but they were unsuccessful to put the fire out. The fire department arrived and successfully extinguished the burning vehicle. The fire was contained to only the engine compartment of the vehicle.

[REDACTED] also stated to me there was no police report as far as he knows. Fire dept did come out and put the fire out. He has not received a fire report.

There was no fire or any other damage to any buildings, vehicles or property other than this truck

Thanks,

[REDACTED]

El [REDACTED] Advisor

[REDACTED] EXT [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: RE: Liability Claim Re: [REDACTED]

Great! I appreciate your assistance and await the requested.

Thank you,

[REDACTED]

Legal Analyst

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
(fax)

Go the extra mile. It is never crowded.

PRIVILEGED AND CONFIDENTIAL, DO NOT FORWARD

*****PLEASE NOTE FORD IS NOT LIABLE FOR ANY RENTAL OR STORAGE CHARGES WHILE MATTER IS BEING INVESTIGATED*****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CONTACT PERSON LISTED ON THIS FORM WILL BE NOTIFIED OF OUR DECISION*****

*****EVALUATIONS MAY TAKE [REDACTED] TO COMPLETE******

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Subject: Re: Liability Claim Re: [REDACTED] [REDACTED]

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

[REDACTED]

I will relay this information to our lead diesel tech and shop foreman that has been tasked with diagnosing this truck. Our team here at [REDACTED] will work together to get the information requested and work towards as resolution as efficiently as possible

Thanks,

[REDACTED]

[REDACTED]

[REDACTED] EXT [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Subject: Liability Claim Re: [REDACTED] [REDACTED]

Good afternoon [REDACTED]

We are in receipt of this claim and working towards a potential resolution as soon as possible with your assistance. Please provide the following as soon as possible:

- pictures of the vehicle and damages, and other damaged items,
- description of incident (what happened?) (Driving?) (Idle?) (In park?)
- written copy of repair order with technician notes and diagnosis,
- copy of the police and/or fire report for incident,

Thank you,

[REDACTED]
Legal Analyst
Office of the General [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] B (fax)
[REDACTED]

Go the extra mile. It is never crowded.

PRIVILEGED AND CONFIDENTIAL, DO NOT FORWARD

*****PLEASE NOTE FORD IS NOT LIABLE FOR ANY RENTAL OR STORAGE CHARGES WHILE MATTER IS BEING INVESTIGATED*****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CONTACT PERSON LISTED ON THIS FORM WILL BE NOTIFIED OF OUR DECISION*****

*****EVALUATIONS MAY TAKE [REDACTED] TO COMPLETE******

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: Ordcalp, F (F.) <[REDACTED]>
Cc: [REDACTED]
Subject: Dealer/Fleet Request For [REDACTED] Review

Dealer/Fleet Request For [REDACTED] Review	
Dealership/Fleet Name:	El Cajon [REDACTED]
Requesting Dealer/Fleet:	El Cajon [REDACTED]
P&A Code:	[REDACTED]
Contact Person:	[REDACTED]

[REDACTED]

Title:	fleet [REDACTED] advisor
Phone Number:	[REDACTED]
Fax Number:	
Email Address:	[REDACTED]
Region:	[REDACTED]
Address:	[REDACTED]
[REDACTED]:	El Cajon
State:	[REDACTED]
Zip Code:	[REDACTED]
CUSTOMER/VEHICLE INFORMATION	
[REDACTED] Start	1 [REDACTED]
Vehicle Year:	[REDACTED]
Vehicle Model:	[REDACTED]
Vehicle VIN:	[REDACTED]
Mileage:	[REDACTED]
Customer/Fleet Name:	[REDACTED]
Street Address:	[REDACTED]
[REDACTED]:	[REDACTED]
State:	[REDACTED]
Zip Code:	[REDACTED]
Contact Phone:	[REDACTED]
Work Phone:	[REDACTED]
Email Address:	[REDACTED]
Region:	[REDACTED]
DETAILS OF INCIDENT	
Incident Involves:	Fire
Date of Incident:	[REDACTED]
[REDACTED] in which incident occurred:	[REDACTED]
Is customer alleging a component defect CAUSED the incident?	Yes

If yes, what type & details: If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap	secondary fuel filter housing leak
Was a police report filed?	No
If yes, where:	Fire dept however did respond and put out fire
Has the insurance company been contacted?	No
What did the insurance company advise?	self insured
Name and phone number of owner's insurance company & agent's name:	██████ self insured
If the vehicle is a conversion unit, who is the coach builder?	bucket truck/ alltec
City:	
State:	
Zip Code:	
Vehicle Location:	██████ ██████ ██████ El Cajon, Ca ██████
Attorney Information (if applicable):	
CVO Contact (if applicable - ██████ Only):	
RESOLUTION THAT CUSTOMER IS SEEKING:	get the truck back on the road asap in reliable working condition
COMMENTS:	I spoke to ██████ and he provided me with a email of incident write up and the majority of the details from this incident. He also informed me ██████ ██████ is the ██████ senior counsel and can be reached at ██████ if need be.

Disclaimer

The information contained in this communication from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited and may be unlawful.

This email has been scanned for viruses and malware, and may have been automatically archived by [REDACTED], a leader in email security and cyber resilience. [REDACTED] integrates email defenses with brand protection, security awareness training, web security, compliance and other essential capabilities. [REDACTED] helps protect large and small organizations from malicious activity, human error and technology failure; and to lead the movement toward building a more resilient world. To find out more, visit our website.

Disclaimer

The information contained in this communication from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited and may be unlawful.

This email has been scanned for viruses and malware, and may have been automatically archived by [REDACTED], a leader in email security and cyber resilience. [REDACTED] integrates email defenses with brand protection, security awareness training, web security, compliance and other essential capabilities. [REDACTED] helps protect large and small organizations from malicious activity, human error and technology failure; and to lead the movement toward building a more resilient world. To find out more, visit our website.

Disclaimer

The information contained in this communication from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited and may be unlawful.

This email has been scanned for viruses and malware, and may have been automatically archived by [REDACTED], a leader in email security and cyber resilience. [REDACTED] integrates email defenses with brand protection, security awareness training, web security, compliance and other essential capabilities. [REDACTED] helps protect large and small organizations from malicious activity, human error and technology failure; and to lead the movement toward building a more resilient world. To find out more, visit our website.

This email originated outside of [REDACTED]. Be cautious of attachments, web links, or requests for information.





217522













17522

SUPER DUTY

J0101



JUL



1546 EAST MAIN ST. • EL CAJON, CA 92021 • PHONE [REDACTED]

WARRANTY ONLY On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate. Unless otherwise shown, services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by representatives of [REDACTED]		CROSS REFERENCED TO		SERVICE INSTALLED PARTS		
				DATE INSTALLED		ACCURUED MILEAGE
				MO.	DAY	OMIT TENTHS
				YR.		
				TOTAL LABOR		TOTAL CLAIM
				TOTAL PARTS		
				RATA PERCENT		
				RATA PERCENT		
(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)						
B.A.R. # [REDACTED] E.P.A. ID# [REDACTED]						
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.						
				AUTHORIZED SIGNATURE		
		GRAM CODE		AUTHORIZATION NUMBER		COMMITMENT NUMBER

Adv: [REDACTED]	Tag [REDACTED]	License [REDACTED]	[REDACTED]	[REDACTED]	Invoice [REDACTED]
Estimate PO#: [REDACTED]		Driver/Owner Information			
[REDACTED]		[REDACTED]			
[REDACTED]		[REDACTED]			
[REDACTED]		[REDACTED]			
Cell: [REDACTED] work: [REDACTED]		Cell: [REDACTED] work: [REDACTED]			
For Office Use		Vehicle Information			Unit#: [REDACTED]
Odometer in: 1	Out: 1	Dist: 1FA WWX	Quote	22 [REDACTED]	RCAB WHITE
Begin: [REDACTED]	Done: [REDACTED]	Invoiced: [REDACTED]	ZD	Inservice: [REDACTED]	Production: [REDACTED]
*** R.O. not Complete ***					
Concern 24	TRUCK TOWED IN TO DIAGNOSE FIRE IN THE [REDACTED] CUSTOMER STATES TRUCK WAS PARKED IDLING AND PERFORMING REGEN, HE NOTICED A MIST POSSIBLY THROUGH VENTS IN THE CABIN SO HE SHUT TRUCK DOWN. SHORTLY AFTER ANOTHER GUY WALKING BY ALERTED HIM TRUCK ON FIRE. CHECK AND ADVISE UNKNOWN AT THIS TIME			Operation Tech Units Amount	
Cause	INSPECTION FOUND THAT THE TRUCK HAD AN ENG FIRE UNDER THE HOOD AND BURNT FOR A SIGNIFICANT AMOUNT OF TIME TO SUFFICIENTLY DAMAGE EVERYTHING UNDER THE HOOD RENDERING THE TRUCK UNREPAIRABLE			DIAGFLEET [REDACTED]	
Correction	Tech SS#: [REDACTED]			Subtotal	
Type: WWX				TOTAL CHARGE FOR CONCERN [REDACTED]	
Concern [REDACTED]	[REDACTED] COMMERCIAL SERVICE			Operation Tech Units Amount	
Cause	NOBODY BEATS EL CAJON [REDACTED]			[REDACTED]	
Correction	[REDACTED] COMMERCIAL SERVICE			Subtotal	
Tech	SS#: [REDACTED]			TOTAL CHARGE FOR CONCERN [REDACTED]	
Type: WWX					
Concern [REDACTED]	**NOTE NO POWER TO DASH I'M UNABLE TO GET CURRENT MILEAGE AND ENGINE HOURS. TRUCK IS CONNECTED AND OASIS REPORTS [REDACTED] MILES.**			Operation Tech Units Amount	
Cause	NO POWER TO DASH			[REDACTED]	
Correction	Tech SS#: [REDACTED]			Subtotal	
Type: WWX					

ORIGINAL ESTIMATE \$	PARTS: ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED		
AUTHORIZED ADD'L REPAIRS \$	RB-REBUILT PART		
AUTHORIZED ADD'L REPAIRS \$	ADD'L REPAIRS OK'D BY [REDACTED] IN PERSON PHONE [REDACTED]		
TOTAL \$	DRIVER'S LIC. NO. [REDACTED] PHONE NO. [REDACTED]		
	OR I.D. [REDACTED]		
	DATE [REDACTED] TIME [REDACTED]		
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.			
SIGNATURE X [REDACTED]		DATE [REDACTED]	

X CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF.



1546 EAST MAIN ST. • EL CAJON, CA 92021 • PHONE [REDACTED]

WARRANTY ONLY On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate. Unless otherwise shown, services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by representatives of [REDACTED].		CROSS REFERENCED TO		SERVICE INSTALLED PARTS	
				DATE INSTALLED	
(SIGNED) _____		DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON		(DATE) _____	
B.A.R. # [REDACTED]		E.P.A. ID# [REDACTED]			
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.		[REDACTED] RATE PERCENT		TOTAL PARTS	
		[REDACTED] RATE PERCENT		TOTAL LABOR	
		TOTAL CLAIM			
		AUTHORIZED SIGNATURE _____			
		[REDACTED] GRAM CODE		AUTHORIZATION NUMBER	
				COMMITMENT NUMBER	

Adv: [REDACTED]	Tag [REDACTED]	License [REDACTED]	[REDACTED]	[REDACTED]	Invoice [REDACTED]
Invoice to: SAN DIEGO GAS & ELECTRIC			Driver/Owner: SAN DIEGO GAS & ELECTRIC		
Invoiced: [REDACTED] [REDACTED] [REDACTED] [REDACTED] SD [REDACTED] DRW RCAB WHITE					
Type: WWW			TOTAL CHARGE FOR CONCERN [REDACTED]		
Summary of Charges for Invoice [REDACTED]			Payment Distribution for Invoice [REDACTED]		
TOTAL CHARGE [REDACTED]			FAC WARRANTY TOTAL CHARGE [REDACTED]		

LAB RATE: [REDACTED]

If you have any questions - please see [REDACTED]

[REDACTED] TO ALL OF OUR WARRANTY CUSTOMERS * [REDACTED] *****

YOU MAY RECEIVE A SERVICE SURVEY FROM [REDACTED] MOTOR COMPANY.

IF YOU CANNOT ANSWER "COMPLETELY SATISFIED WITH "A" ON THE SURVEY

PLEASE CONTACT YOUR SERVICE ADVISOR BY PHONE [REDACTED] OR BY

EMAIL TO EXPLAIN YOUR CONCERNS. AS A EL CAJON [REDACTED] CUSTOMER YOUR INPUT

IS VERY IMPORTANT TO US! THANK YOU.

ORIGINAL ESTIMATE \$	PARTS: ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED	
AUTHORIZED ADD'L REPAIRS \$	ADD'L REPAIRS OK'D BY	IN PERSON PHONE
AUTHORIZED ADD'L REPAIRS \$	DRIVER'S LIC. NO. OR I.D.	PHONE NO.
TOTAL \$	DATE	TIME
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		
SIGNATURE X _____		DATE _____

X

CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF.



1546 EAST MAIN ST. • EL CAJON, CA 92021 • PHONE [REDACTED]

WARRANTY ONLY On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate. Unless otherwise shown, services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by representatives of [REDACTED].		CROSS REFERENCED TO		SERVICE INSTALLED PARTS		
				DATE INSTALLED		ACCRUED MILEAGE
		MO.	DAY	YR.	OMIT TENTHS	
PRO RATA PERCENT	TOTAL PARTS	PRO RATA PERCENT	TOTAL LABOR		TOTAL CLAIM	
(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)						
B.A.R. # [REDACTED] E.P.A. ID# [REDACTED]		AUTHORIZED SIGNATURE				
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.		PROGRAM CODE		AUTHORIZATION NUMBER		COMMITMENT NUMBER

Adv: [REDACTED]	Tag [REDACTED]	License [REDACTED]	[REDACTED]	[REDACTED] (Last)	Invoice [REDACTED]		
Invoice to [REDACTED]			Driver/Owner: [REDACTED]				
Invoiced: [REDACTED] ZD			[REDACTED] DRW RCAB WHITE				
Skill [REDACTED]	Tech [REDACTED]	Start Time: [REDACTED]	Stop Time: [REDACTED]				
Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed Units	Type
[REDACTED]		Begin	[REDACTED]	End	[REDACTED]	.0	
[REDACTED]		Begin	[REDACTED]	End	[REDACTED]	.0	
[REDACTED]		Begin	[REDACTED]	End	[REDACTED]	.0	

ORIGINAL ESTIMATE	\$	PARTS: ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED	
AUTHORIZED ADD'L REPAIRS	\$	ADD'L REPAIRS OK'D BY	IN PERSON PHONE
AUTHORIZED ADD'L REPAIRS	\$	DRIVER'S LIC. NO. OR I.D.	PHONE NO.
TOTAL	\$	DATE	TIME
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.			
SIGNATURE X		DATE	

X

CUSTOMER ACKNOWLEDGES A RECEIPT OF A COPY HEREOF.

[illegible]

		19,963		
		19,963		
		19,963		
		22,632		
		22,632		

JOB_DESCRIPTION	LABOR_HOURS	PART_COST
Pm Service Perform B Service	2	4
Reprograming Canceiver - Vit System	1	0
Reprograming Verizon Module	1	0
Sched Job Scheduled [REDACTED] Crane Inspection	1	0
Sched Job Scheduled Bit-Inspection	1	0
Trnsprt Unit Total Vehicle Assembly	0	0
Inspect Boom/Crane	1	0
Inspect Boom/Crane	1	0
Repair Boom/Crane	0	0
Pm Service Perform B Service	1	[REDACTED]
Sched Job Scheduled [REDACTED] Crane Inspection	1	0
Sched Job Scheduled Bit-Inspection	1	0
Repair Door Assembly Components - Hinged, Rear, Body	1	0
Inspect Hydraulic Motor Brake System	1	0
Replace Hydraulic Motor Brake System	0	0
Service Call Brakes	2	0
Service Call Total Vehicle Assembly	1	0
Fabricate Keys - Ignition Key	1	0
Repair Winches And Cables	2	0
Pm Service Perform B Service	1	15
Sched Job Scheduled [REDACTED] Crane Inspection	1	0
Sched Job Scheduled Bit-Inspection	1	0
Service Call Total Vehicle Assembly	6	0
Clean Brakes	1	0
Inspect Brakes	1	0
Inspect Control - Boom Or Crane	2	0
Pm Service Perform B Service	2	15
Repair Step Assembly - Rear Bumper	2	0
Sched Job Scheduled [REDACTED] Crane Inspection	1	0
Sched Job Scheduled Bit-Inspection	2	0
Diagnose Boom/Crane	0	0
Replace Platform - Boom	6	1,304
Sched Job Scheduled Crane Certification	2	0
Sched Job Scheduled Dielectric	0	0
Inspect Mounting Bracket - Platform	1	0
Sched Job Scheduled Crane Certification	0	0
Sched Job Scheduled Dielectric	0	0
Install Operation Decal	1	0
Repair Radio	0	0
Repair Suspension - Rear	0	0
Replace Tires, Tubes, Liners & Valves	2	1,719
Trnsprt Unit Total Vehicle Assembly	0	0
Inspect Camera - Visual Assist System	1	0
Inspect Hydraulic Motor Brake System	1	0
Inspect Lighting System	1	0
Pm Service Perform B Service	2	82

Repair Hydraulic Motor Brake System	0	0
Sched Job Scheduled [REDACTED] Crane Inspection	3	0
Sched Job Scheduled Bit-Inspection	1	0
Service Call Engine Assembly	3	0
Towing Total Vehicle Assembly	0	0

COMM_COST	PARTS_DESCRIPTION
0	Registration Holder
0	
0	
0	
0	
0	
0	
0	
0	Oil Filter
0	
0	
0	
0	
0	
0	
0	
0	
0	Oil Filter
0	
0	
0	
0	
0	
0	
0	Oil Filter
0	
0	
0	
551	
0	Rectangular Bucket
1,158	
0	
0	
0	
815	
0	
0	
0	
381	
0	
0	
0	
0	Air FilterFuel FilterOil Filter

0
0
0
0
675

PEER VEHICLE





From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Dealer/Fleet Request For [REDACTED] Review
Date: [REDACTED]

Dealer/Fleet Request For [REDACTED] Review	
Dealership/Fleet Name:	[REDACTED] Motor Inc
Requesting Dealer/Fleet:	[REDACTED] Motor Inc
P&A Code:	[REDACTED]
Contact Person:	[REDACTED]
Title:	General Manager
Phone Number:	[REDACTED]
Fax Number:	[REDACTED]
Email Address:	[REDACTED]
Region:	[REDACTED]
Address:	[REDACTED] W O [REDACTED]
City:	[REDACTED]
State:	you must press the button below once to proceed.
Zip Code:	[REDACTED]
CUSTOMER/VEHICLE INFORMATION	
Warranty Start Date:	[REDACTED]
Vehicle Year:	[REDACTED]
Vehicle Model:	[REDACTED]
Vehicle VIN:	[REDACTED]
Mileage:	9204
Customer/Fleet Name:	[REDACTED]
Street Address:	[REDACTED]
City:	[REDACTED] City
State:	you must press the button below once to proceed.
Zip Code:	[REDACTED]
Contact Phone:	[REDACTED]
Work Phone:	[REDACTED]
Email Address:	[REDACTED]
Region:	[REDACTED]
DETAILS OF INCIDENT	
Incident Involves:	Fire

Date of Incident:	[REDACTED]
County in which incident occurred:	[REDACTED]
Is customer alleging a component defect CAUSED the incident?	No
If yes, what type & details: If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap	
Was a police report filed?	No
If yes, where:	
Has the insurance company been contacted?	Yes
What did the insurance company advise?	Customer states adjuster recommended totaling out vehicle
Name and phone number of owner's insurance company & agent's name:	[REDACTED] : [REDACTED]
If the vehicle is a conversion unit, who is the coach builder?	
City:	
State:	
Zip Code:	
Vehicle Location:	[REDACTED] [REDACTED]
Attorney Information (if applicable):	
[REDACTED] Contact (if applicable - Fleet Only):	
RESOLUTION THAT CUSTOMER IS SEEKING:	That Vehicle is Repaired and drivable again
COMMENTS:	

From: [REDACTED]
To: [REDACTED]
Subject: RE: Dealer Request for [REDACTED] Review; [REDACTED]
Date: [REDACTED]

[REDACTED] – thank you for the clarifications by ph [REDACTED]. It looks like there's some confusion as to how to answer that 'alleged defect' question in the dealer request form. Your response means that "yes" a manufacturer's defect is being alleged to have caused the incident. That question is meant to capture whether or not the manufacturer is being blamed for the incident, as opposed to some other cause. My apologies for any ambiguity but unfortunately I don't have control over that webpage/form. Per our discussion, I understand you'll submit repairs including related/consequential damage as *Warranty* per your usual process.

Thank you.

PRIVILEGED AND CONFIDENTIAL

This email may contain privileged communications. If you received it in error, please delete it immediately and notify the sender.

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: Dealer Request for [REDACTED] Review; [REDACTED]

The customer is not alleging a defective part, because he is not a Technician. I had [REDACTED] of my technicians do a brief inspection and they found a hemorrhaged fuel line near the location of the fire that is causing an obvious fuel leak. This is believed to be the origin of the fire which would make it a manufacturing defect. What is the next step?

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Dealer Request for [REDACTED] Review; [REDACTED]

[REDACTED] – because you indicated in the form you submitted below that the customer is NOT alleging a manufacturer's defect to be the cause of the incident, [REDACTED] involvement is not warranted. When a manufacturer's defect is *not* being alleged as the cause of the incident, then you would follow the path in [REDACTED] noted below for [Customer Support Resources](#) (to address it with [REDACTED] or [REDACTED], etc., rather than [REDACTED]).

Thank you,

[REDACTED]
Legal Analyst - Product Claims
Office of the General [REDACTED]
[REDACTED]
[REDACTED] - fax [REDACTED]
[REDACTED]

CONFIDENTIAL

This email may contain confidential communications. If you received it in error, please delete it immediately and notify the sender.

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: Ordcalp, F (F.) <[REDACTED]>
Cc: [REDACTED]
Subject: Dealer/Fleet Request For [REDACTED] Review

Requesting Dealer/Fleet:	[REDACTED] Motor Inc
P&A Code:	[REDACTED]
Contact Person:	[REDACTED]
Title:	General Manager
Phone Number:	[REDACTED]
Email Address:	[REDACTED]
Region:	[REDACTED]
Address:	[REDACTED]
City:	[REDACTED]
State:	you must press the button below once to proceed.
Zip Code:	[REDACTED]
CUSTOMER/VEHICLE INFORMATION	
Warranty Start Date:	[REDACTED]
Vehicle Year:	[REDACTED]
Vehicle Model:	[REDACTED]
Vehicle VIN:	[REDACTED]
Mileage:	[REDACTED]
Customer/Fleet Name:	[REDACTED]
Street Address:	[REDACTED]
[REDACTED]:	[REDACTED]
State:	you must press the button below once to proceed.
Zip Code:	[REDACTED]
Contact Phone:	[REDACTED]
Work Phone:	[REDACTED]
Email Address:	[REDACTED]
DETAILS OF INCIDENT	

Incident Involves:	Fire
Date of Incident:	██████████
County in which incident occurred:	██████████
Is customer alleging a component defect CAUSED the incident?	No
If yes, what type & details: If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap	
Was a police report filed?	No
Has the insurance company been contacted?	Yes
What did the insurance company advise?	Customer states adjuster recommended totaling out vehicle
Name and phone number of owner's insurance company & agent's name:	██████████ ██████████
Vehicle Location:	██████████, ██████████
RESOLUTION THAT CUSTOMER IS SEEKING:	That Vehicle is Repaired and drivable again
COMMENTS:	

From: [REDACTED]
To: [REDACTED]
Subject: Re: Dealer Request for [REDACTED] Review; [REDACTED]
Date: [REDACTED]

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

The customer is not alleging a defective part, because he is not a Technician. I had [REDACTED] do a brief inspection and they found a hemorrhaged fuel line near the location of the fire that is causing an obvious fuel leak. This is believed to be the origin of the fire which would make it a manufacturing defect. What is the next step?

On [REDACTED] <[REDACTED]> wrote:

[REDACTED] – because you indicated in the form you submitted below that the customer is NOT alleging a manufacturer's defect to be the cause of the incident, [REDACTED] involvement is not warranted. When a manufacturer's defect is *not* being alleged as the cause of the incident, then you would follow the path in [REDACTED] as noted below for [Customer Support Resources](#) (to address it with [REDACTED] or [REDACTED], etc., rather than [REDACTED]).

Thank you,

[REDACTED]

Legal Analyst - Product Claims

Office of the General Counsel

[REDACTED]

[REDACTED] - fax [REDACTED]

[REDACTED]

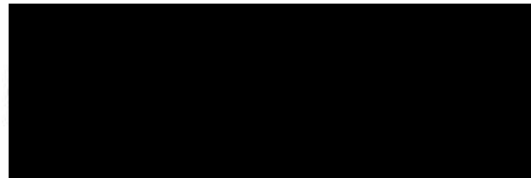
CONFIDENTIAL

This email may contain confidential communications. If you received it in error, please delete it immediately and notify the sender.

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED]
Subject: Dealer/Fleet Request For [REDACTED] Review

Requesting Dealer/Fleet:	Motor Inc
P&A Code:	
Contact Person:	
Title:	General Manager
Phone Number:	
Email Address:	
Region:	
Address:	W
City:	
State:	you must press the button below once to proceed.
Zip Code:	
CUSTOMER/VEHICLE INFORMATION	
Warranty Start Date:	
Vehicle Year:	
Vehicle Model:	
Vehicle VIN:	
Mileage:	9204
Customer/Fleet Name:	
Address:	
City:	Rapid City
State:	you must press the button below once to proceed.
Zip Code:	
Contact Phone:	
Work Phone:	
Email Address:	
DETAILS OF INCIDENT	
Incident Involves:	Fire
Date of Incident:	
County in which incident occurred:	
Is customer alleging a component defect CAUSED the incident?	No
If yes, what type & details:	
If no, refer to Escalated Concern	

Handling section of the Customer Handling Roadmap	
Was a police report filed?	No
Has the insurance company been contacted?	Yes
What did the insurance company advise?	Customer states adjuster recommended totaling out vehicle
Name and phone number of owner's insurance company & agent's name:	[REDACTED] : [REDACTED]
Vehicle Location:	[REDACTED] [REDACTED] [REDACTED]
RESOLUTION THAT CUSTOMER IS SEEKING:	That Vehicle is Repaired and drivable again
COMMENTS:	



From: [REDACTED]
To: [REDACTED]
Cc: ppeck@santamariaford.com
Subject: Dealer/Fleet Request For [REDACTED] Review
Date: [REDACTED]

Dealer/Fleet Request For [REDACTED] Review	
Dealership/Fleet Name:	Santa Maria [REDACTED]
Requesting Dealer/Fleet:	Service Dept.
P&A Code:	[REDACTED]
Contact Person:	[REDACTED]
Title:	Service Advisor
Phone Number:	[REDACTED]
Fax Number:	[REDACTED]
Email Address:	[REDACTED]
Region:	[REDACTED]
Address:	[REDACTED]
City:	Santa Maria
State:	[REDACTED]
Zip Code:	[REDACTED]
CUSTOMER/VEHICLE INFORMATION	
Warranty Start Date:	[REDACTED]
Vehicle Year:	[REDACTED]
Vehicle Model:	[REDACTED]
Vehicle VIN:	[REDACTED]
Mileage:	[REDACTED]
Customer/Fleet Name:	[REDACTED]
Street Address:	[REDACTED]
City:	[REDACTED]
State:	[REDACTED]
Zip Code:	[REDACTED]
Contact Phone:	[REDACTED]
Work Phone:	[REDACTED]
Email Address:	[REDACTED]
Region:	[REDACTED]
DETAILS OF INCIDENT	
Incident Involves:	Fire
Date of Incident:	[REDACTED]
[REDACTED] in which incident occurred:	[REDACTED]

Is customer alleging a component defect CAUSED the incident?	Yes
If yes, what type & details: If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap	Fuel Leak
Was a police report filed?	Yes
If yes, where:	[REDACTED]
Has the insurance company been contacted?	No
What did the insurance company advise?	N/A
Name and phone number of owner's insurance company & agent's name:	N/A
If the vehicle is a conversion unit, who is the coach builder?	[REDACTED] ([REDACTED])
City:	[REDACTED]
State:	[REDACTED]
Zip Code:	[REDACTED]
Vehicle Location:	[REDACTED] ([REDACTED])
Attorney Information (if applicable):	N/A
[REDACTED] Contact (if applicable - Fleet Only):	
RESOLUTION THAT CUSTOMER IS SEEKING:	Repairs to be completed under manufacture defect / warranty claims due to failed component to fuel leak.
COMMENTS:	Verified concerns from customer. Will need to submit through warranty, under provision of guidance for auth through this channel. Thank you

From: [REDACTED]
To: [REDACTED] (F.)
Subject: RE: Dealer/Fleet Request For [REDACTED] Review
Date: [REDACTED]
Attachments: [REDACTED]

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Good morning Mrs. [REDACTED],
I just went to the vehicle & verified that this is the full VIN [REDACTED]. If you have any other questions, let me know. Thank you!

[REDACTED]
Service Advisor
[REDACTED]
[REDACTED]



From: [REDACTED] <[REDACTED]> On Behalf Of [REDACTED] (F.)
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Subject: FW: Dealer/Fleet Request For [REDACTED] Review

[REDACTED]

Could you verify the VIN. What's provided is coming back that's it's missing a character.

[REDACTED]
[REDACTED] Coordinator, Billing Admin
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

PRIVILEGED AND CONFIDENTIAL

This e-mail may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender.

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: Ordcalp, F (F.) <[REDACTED]>

Cc: [REDACTED]

Subject: Dealer/Fleet Request For [REDACTED] Review

Dealer/Fleet Request For [REDACTED] Review	
Dealership/Fleet Name:	[REDACTED]
Requesting Dealer/Fleet:	Service Dept.
P&A Code:	[REDACTED]
Contact Person:	[REDACTED]
Title:	Service Advisor
Phone Number:	[REDACTED]
Fax Number:	[REDACTED]
Email Address:	[REDACTED]
Region:	[REDACTED]
Address:	[REDACTED]
[REDACTED]:	[REDACTED]
State:	[REDACTED]
Zip Code:	[REDACTED]
CUSTOMER/VEHICLE INFORMATION	
Warranty Start Date:	[REDACTED]
Vehicle Year:	[REDACTED]
Vehicle Model:	[REDACTED]
Vehicle VIN:	[REDACTED]
Mileage:	[REDACTED]
Customer/Fleet Name:	[REDACTED]
Street Address:	[REDACTED]
City:	[REDACTED]
[REDACTED]:	[REDACTED]
Zip Code:	[REDACTED]
Contact Phone:	[REDACTED]
Work Phone:	[REDACTED]
Email Address:	[REDACTED] [REDACTED]
Region:	[REDACTED]
DETAILS OF INCIDENT	
Incident Involves:	Fire
Date of Incident:	[REDACTED]

County in which incident occurred:	██████████
Is customer alleging a component defect CAUSED the incident?	Yes
If yes, what type & details: If no, refer to Escalated Concern Handling section of the Customer Handling Roadmap	Fuel Leak
Was a police report filed?	Yes
If yes, where:	██████████
Has the insurance company been contacted?	No
What did the insurance company advise?	N/A
Name and phone number of owner's insurance company & agent's name:	N/A
If the vehicle is a conversion unit, who is the coach builder?	██████████ (██████████)
City:	██████████
State:	██████████
Zip Code:	██████
Vehicle Location:	██████████ (████████████████████)
Attorney Information (if applicable):	N/A
██████████ Contact (if applicable - Fleet Only):	
RESOLUTION THAT CUSTOMER IS SEEKING:	Repairs to be completed under manufacture defect / warranty claims due to failed component to fuel leak.
COMMENTS:	Verified concerns from customer. Will need to submit through warranty, under provision of guidance for auth through this channel. Thank you



IMPORTANT - DO NOT PERFORM REPAIRS UNTIL AUTHORIZED!

Dealer/Fleet Request For [REDACTED] Review

Note: this form is for Retail and Fleet vehicles

Pursuant to the W&P Manual, the service manager is required to complete a Dealer/Fleet Request for [REDACTED] Review form if he/she suspects legal action such as, alleged accidents or fires, may be taken. This form includes customer and vehicle information as well as a description of the allegations.

Note: All fields are required and must be filled in accordingly before submitting this form

***NOTE: You also have the option of printing this form and then faxing the fully completed form to [REDACTED] or [REDACTED] **

DEALER INFORMATION

Dealership/Fleet Name:

Requesting Dealer/Fleet:

P&A Code:

Contact Person:

Title:

Phone Number:

Fax Number:

Email Address:

Region:

Address:

City:

[REDACTED]

State:

[REDACTED]

Zip Code:

[REDACTED]

CUSTOMER/VEHICLE INFORMATION

Warranty Start Date:

[REDACTED]

Vehicle Year:

[REDACTED]

Vehicle Model:

[REDACTED]

Vehicle VIN:

[REDACTED]

Mileage:

[REDACTED]

Customer/Fleet Name:

[REDACTED]

Street Address:

[REDACTED]

City:

[REDACTED]

State:

[REDACTED]

Zip Code:

[REDACTED]

Contact Phone:

[Redacted]

Work Phone:

[Redacted]

Email Address:

[Redacted]

Region:

[Redacted]

DETAILS OF INCIDENT

***Note: DO NOT PUT THE VEHICLE IN STORAGE OR PROVIDE LOANERS WITHOUT
THE APPROVAL OF THE OFFICE OF THE GENERAL COUNSEL

*** **NOTE: SEND AUTHORIZATION REQUEST TO [Redacted] **

Incident Involves:

☐ Accident ☒ Fire ☐ Injury ☐ Medical Attention Sought

Date of Incident:

[Redacted]

[Sales Site Map](#) [Parts & Service Site Map](#) [Finance Site Map](#) [My Training Site Map](#)
[Website Job Aid](#) [Dealers Ask Ford / Help](#) [Dealer Lookup](#) [FMCDealer Community](#)

© Copyright Ford Motor Company 2023

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]
Subject: Re: [REDACTED] // [REDACTED]

I have not submitted to warranty yet. We are still working on it. I do not think I need anything thing else.

Thank you!

[REDACTED]
[REDACTED]
Fleet Service Manager
[REDACTED]
[REDACTED]

On [REDACTED] at [REDACTED], [REDACTED] <[REDACTED]> wrote:

Thanks, have you submitted this via warranty? Did you need anything else from [REDACTED]?

PRIVILEGED AND CONFIDENTIAL, DO NOT FORWARD

*****PLEASE NOTE FORD IS NOT LIABLE FOR ANY RENTAL OR STORAGE CHARGES
WHILE MATTER IS BEING INVESTIGATED*****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE
THOROUGHLY REVIEWED AND THE CONTACT PERSON LISTED ON THIS FORM WILL BE
NOTIFIED OF OUR DECISION*****

*****EVALUATIONS MAY TAKE [REDACTED] TO COMPLETE*****

<[REDACTED]>

[REDACTED]
Legal Analyst

E-mail: [REDACTED]
Fax: [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]

To: [REDACTED] <[REDACTED]>

Subject: Re: [REDACTED] / [REDACTED]

Hi [REDACTED],

The defect is a fuel line at the fuel filter housing.

Thanks

[REDACTED]

[REDACTED]

Fleet Service Manager

[REDACTED]

[REDACTED]

On [REDACTED] at [REDACTED] [REDACTED] <[REDACTED]> wrote:

Hi [REDACTED], friendly check-in in that I did not receive your response from my question below. Please advise, thank you!

PRIVILEGED AND CONFIDENTIAL, DO NOT FORWARD

*****PLEASE NOTE FORD IS NOT LIABLE FOR ANY RENTAL OR STORAGE CHARGES WHILE MATTER IS BEING INVESTIGATED*****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE CONTACT PERSON LISTED ON THIS FORM WILL BE NOTIFIED OF OUR DECISION*****

*****EVALUATIONS MAY TAKE [REDACTED] TO COMPLETE*****

<[REDACTED]>

[REDACTED]

Legal Analyst

Office of [REDACTED]

[REDACTED]

E-mail: [REDACTED]

Fax: [REDACTED]

From: [REDACTED] <[REDACTED]>

Sent: [REDACTED]

To: [REDACTED] <[REDACTED]>

Subject: Re: [REDACTED] / [REDACTED]

Thank you.

[REDACTED]

[REDACTED]

Fleet Service Manager

[REDACTED]

[REDACTED]

On [REDACTED] at [REDACTED], [REDACTED] F.) <[REDACTED]>
wrote:

[REDACTED], if you believe this incident occurred due to a factory defect please proceed. However, with that dollar amount, your warranty claim will likely be flagged. Can you tell me what the defect is, I will then get this matter cleared for you to proceed. Thanks!

PRIVILEGED AND CONFIDENTIAL, DO NOT FORWARD

*****PLEASE NOTE FORD IS NOT LIABLE FOR ANY RENTAL
OR STORAGE CHARGES WHILE MATTER IS BEING
INVESTIGATED*****

*****ONCE WE ARE IN RECEIPT OF ALL THE REQUESTED
INFORMATION, IT WILL BE THOROUGHLY REVIEWED AND THE
CONTACT PERSON LISTED ON THIS FORM WILL BE NOTIFIED OF
OUR DECISION*****

*****EVALUATIONS MAY TAKE [REDACTED] TO COMPLETE*****

<[REDACTED]>

[REDACTED]

Legal Analyst

[REDACTED]

[REDACTED]

E-mail: [REDACTED]

Fax: [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] F.) <[REDACTED]>
Subject: Re: [REDACTED] / [REDACTED]

Warranty.

Thanks

[REDACTED]
[REDACTED]
Fleet Service Manager

[REDACTED]
[REDACTED]

On [REDACTED] at [REDACTED]
<[REDACTED]> wrote:

[REDACTED] would this be under customer pay or warranty?

**PRIVILEGED AND CONFIDENTIAL, DO NOT
FORWARD**

*****PLEASE NOTE FORD IS NOT LIABLE FOR
ANY RENTAL OR STORAGE CHARGES WHILE
MATTER IS BEING INVESTIGATED*****

*****ONCE WE ARE IN RECEIPT OF ALL THE
REQUESTED INFORMATION, IT WILL BE
THOROUGHLY REVIEWED AND THE CONTACT
PERSON LISTED ON THIS FORM WILL BE NOTIFIED
OF OUR DECISION*****

*****EVALUATIONS MAY TAKE UP TO [REDACTED] TO
COMPLETE******

<[REDACTED]>

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
E-mail: [REDACTED]
Fax: [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Subject: Re: [REDACTED] // [REDACTED]

Hi [REDACTED]

Can we start on the repair?

Thanks

[REDACTED]
[REDACTED]
[REDACTED] Service Manager
[REDACTED]
[REDACTED]

On [REDACTED] at [REDACTED]
[REDACTED] < [REDACTED] >
wrote:

Hi [REDACTED]

I would give it a rough estimate of
[REDACTED]

Thanks

On [REDACTED] [REDACTED]
[REDACTED] < [REDACTED] > wrote:

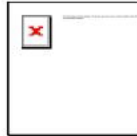
Thanks [REDACTED]! If you believe this fuel
leak is due to a [REDACTED] factory defect,
what is the repair cost?

**PRIVILEGED AND
CONFIDENTIAL, DO NOT
FORWARD**

*****PLEASE NOTE FORD IS
NOT LIABLE FOR ANY RENTAL OR
STORAGE CHARGES WHILE
MATTER IS BEING
INVESTIGATED*****

***ONCE WE ARE IN RECEIPT OF
ALL THE REQUESTED
INFORMATION, IT WILL BE
THOROUGHLY REVIEWED AND THE
CONTACT PERSON LISTED ON
THIS FORM WILL BE NOTIFIED OF
OUR DECISION***

***EVALUATIONS MAY TAKE UP TO
[REDACTED] TO COMPLETE***



[REDACTED]

Legal Analyst

[REDACTED]

[REDACTED]

E-mail: [REDACTED]

Fax: [REDACTED]

From: [REDACTED]
<[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]
<[REDACTED]>
Subject: Re: [REDACTED] // [REDACTED]

Hi [REDACTED],

Any update on this?

Thanks

On [REDACTED]
[REDACTED]
<[REDACTED]> wrote:

Hi [REDACTED]

It does have a fuel line leak near the
fuel filter housing, that would be my
guess.

Thanks

[REDACTED]

[REDACTED]

[REDACTED] Service Manager

[REDACTED]

[REDACTED]

On [REDACTED], at
[REDACTED],
<[REDACTED]>
wrote:

[REDACTED], what is your
opinion on what
cause the fire?

PRIVILEGED
AND
CONFIDENTIAL,
DO NOT
FORWARD

***PLEASE
NOTE FORD IS NOT
LIABLE FOR ANY
RENTAL OR
STORAGE
CHARGES WHILE
MATTER IS BEING
INVESTIGATED***

***ONCE WE ARE IN
RECEIPT OF ALL
THE REQUESTED
INFORMATION, IT
WILL BE
THOROUGHLY
REVIEWED AND
THE CONTACT
PERSON LISTED ON
THIS FORM WILL
BE NOTIFIED OF
OUR DECISION***

***EVALUATIONS M
AY TAKE [REDACTED]
[REDACTED] TO
COMPLETE****

< [REDACTED] >

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]

E-mail:

[REDACTED]

Fax:

[REDACTED]

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

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Hi [REDACTED]

The customer was driving at a job site at low speed and noticed smoke coming from the engine area. He shut the engine off and put out the fire with an extinguisher.

Thank you.

On [REDACTED]
[REDACTED]
<[REDACTED]>
wrote:

Hi [REDACTED], to start this evaluation, please reply with the incident details of what happened. Your dealer request form is blank in some areas. Please also send photos of the vehicle showing the damage. Thank you!

**PRIVILEGED
AND
CONFIDENTIAL,
DO NOT
FORWARD**

*****PLEASE
NOTE FORD IS
NOT LIABLE FOR
ANY RENTAL OR
STORAGE
CHARGES WHILE
MATTER IS BEING
INVESTIGATED*****

*****ONCE WE ARE
IN RECEIPT OF
ALL THE
REQUESTED
INFORMATION, IT
WILL BE
THOROUGHLY
REVIEWED AND
THE CONTACT
PERSON LISTED
ON THIS FORM
WILL BE NOTIFIED
OF OUR
DECISION*****

*****EVALUATIONS
MAY TAKE UP TO
[REDACTED] TO
COMPLETE*****

< [REDACTED] >

[REDACTED]

[REDACTED]

Office of [REDACTED]
[REDACTED]

[REDACTED]

E-mail: [REDACTED]

Fax: [REDACTED]
[REDACTED]

--

[REDACTED]

[REDACTED]

[REDACTED]

Manager

[REDACTED]
[REDACTED]

[REDACTED]

--

[REDACTED]

[REDACTED]

Fleet [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

--

[REDACTED]

[REDACTED]

Fleet [REDACTED] [REDACTED]

[REDACTED]

[REDACTED]

--

[REDACTED]

[REDACTED]

Fleet [REDACTED] [REDACTED]

[REDACTED]







