

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: [REDACTED] 0 - Fire Inspection Unit [REDACTED]

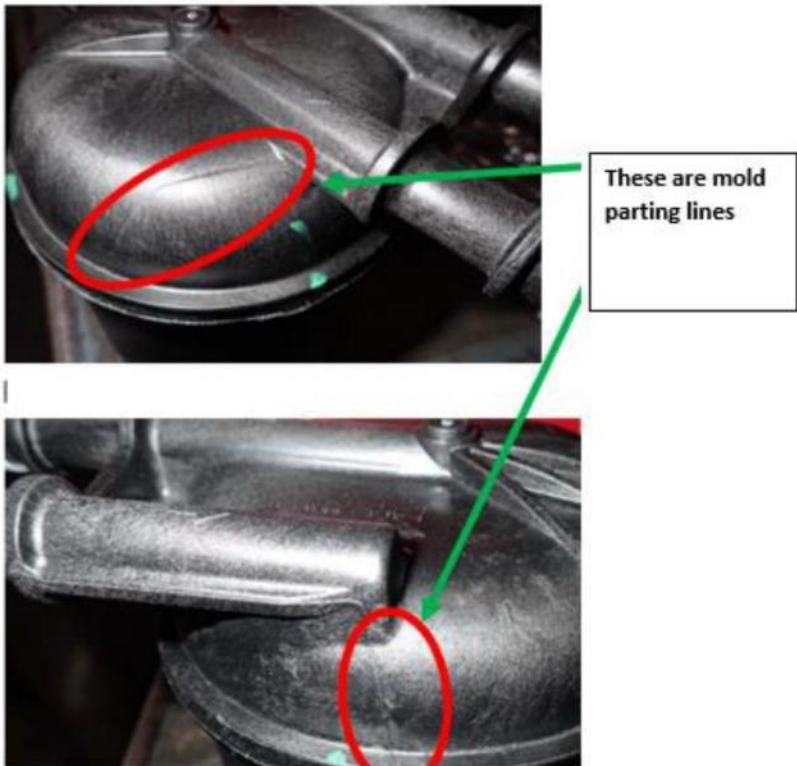
Thank you

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>; [REDACTED]
<[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] ([REDACTED])
<[REDACTED]>; [REDACTED] ([REDACTED]) <[REDACTED]>
Subject: RE: [REDACTED] 0 - Fire Inspection Unit [REDACTED]
[REDACTED]

This message is from an EXTERNAL SENDER. BE CAUTIOUS, particularly with links and attachments.

Good morning [REDACTED],

Following up on [REDACTED] below, I have confirmed with our fuel systems group, the lines we observed on the top portions of the fuel filter are indeed mold parting lines.



Sincerely,

[REDACTED]

Design Analysis

From: [REDACTED] ([REDACTED])
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>; [REDACTED] (L.)
<[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] ([REDACTED])
<[REDACTED]>; [REDACTED] ([REDACTED]) <[REDACTED]>
Subject: RE: [REDACTED] BRAND [REDACTED] 0 - Fire Inspection Unit [REDACTED] [REDACTED]

Hello [REDACTED],

It was nice meeting you and [REDACTED] at the shop [REDACTED]. I really appreciated the warm welcome, hospitality and the bottle of water.

I did want to detail the follow up items we discussed :

1. Per our review, I am checking with the fuel system group regarding the Motorcraft service secondary fuel filters and what appears to me to be a mold parting line on the top half of the secondary filter. I have sent them pics and hope to get a response in the [REDACTED].

2. Regarding the fuel line collars / clam shells we also discussed. It was brought to my attention, these collars / clam shells are only pertinent to the newer [REDACTED] secondary fuel filters. The [REDACTED] on those fuel filters is due to a fuel system redesign in which the low pressure return line is part of the filter (this is the port which we have seen fracture when placing a hand or other body part on it during engine bay service work). We presently do not offer any collars / clam shells for the [REDACTED]. The [REDACTED] is non-interchangeable with the [REDACTED].

3. I did inquire about the present service interval for the fuel filters. You did investigate and said the primary and secondary fuel filters are changed at [REDACTED]. This service interval is aligned with the owner's manual. As we also discussed, it would be helpful to [REDACTED] check the engine hours so as not to exceed the [REDACTED] hours prior to replacing the fuel filters – regardless of mileage.

Please call or email with any questions going forward.

Thanks again.

Sincerely,

Design Analysis

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>; [REDACTED] (L.) <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] BRAND [REDACTED] 0 - Fire Inspection Unit [REDACTED] [REDACTED]

No worries, call me at [REDACTED] when you get to the gate so I can let you in.

Thanks, [REDACTED]

From: [REDACTED] ([REDACTED]) <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]; [REDACTED]
<[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: Re: [REDACTED] BRAND [REDACTED] 0 - Fire Inspection Unit [REDACTED]
[REDACTED] Diesel Engine

This message is from an EXTERNAL SENDER. BE CAUTIOUS, particularly with links and attachments.

I just landed and on the bus to get my rental car.

Might be a bit later than [REDACTED].

Thanks

[REDACTED]
Design Analysis
[REDACTED]

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

Hello [REDACTED],

My travel is booked - flight arrives [REDACTED] at [REDACTED], so let's plan on me arriving at the shop no later than [REDACTED].

If things should change on your end, please advise accordingly.

Looking forward to meeting you and the team !

Sincerely,

[REDACTED]
Design Analysis
[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>; [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] BRAND [REDACTED] 0 - Fire Inspection Unit [REDACTED]
[REDACTED] Diesel Engine

20th would be best.

We will make the necessary arrangements in the shop for the vehicle.

Thanks, [REDACTED]

From: [REDACTED] ([REDACTED]) <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>; [REDACTED]
<[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] BRAND [REDACTED] 0 - Fire Inspection Unit [REDACTED]
[REDACTED] Diesel Engine

This message is from an EXTERNAL SENDER. BE CAUTIOUS, particularly with links and attachments.

Hello [REDACTED],

My schedule is starting to fill up in the [REDACTED], so likely best to make a trip down to see you [REDACTED].

Does [REDACTED], [REDACTED], or [REDACTED] work for you and the shop ?

Please let me know and I will make my travel plans accordingly.

Thanks

Sincerely,

[REDACTED]
Design Analysis
[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] ([REDACTED]) <[REDACTED]>; [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] BRAND [REDACTED] 0 - Fire Inspection Unit [REDACTED]
[REDACTED] Diesel Engine

Hi [REDACTED],
Our shop is back open and things are back to normal.
When will you next be in the area?

- [REDACTED]

From: [REDACTED] ([REDACTED]) <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>; [REDACTED]
<[REDACTED]>
Cc: [REDACTED] <[REDACTED]>; [REDACTED] ([REDACTED])
<[REDACTED]>
Subject: RE: [REDACTED] BRAND [REDACTED] 0 - Fire Inspection Unit [REDACTED]
[REDACTED] Diesel Engine

This message is from an EXTERNAL SENDER. BE CAUTIOUS, particularly with links and attachments.

Good morning [REDACTED],

I wanted to check back with you and see if things have opened back up for a visit.

Please let me know.

Thanks

Sincerely,

██████████
Design Analysis
██████████

From: ██████████ (██████████) <██████████>
Sent: ██████████
To: ██████████, ██████████ <██████████>; ██████████ (L.)
<██████████>
Cc: ██████████, ██████████ <██████████>; ██████████ (██████████)
<██████████>
Subject: RE: ██████████ BRAND ██████████ Fire Inspection Unit ██████████
██████████ Diesel Engine

Hello ██████████,

Happy ██████████. I wanted to follow up, per our phone chat on ██████████.

As you indicated, the shop is now closed for ██████████ due to Covid.

██████████, I am cancelling my visit for ██████████.

Please let me know when things open back up.

Thanks again.

Sincerely,

██████████
Design Analysis
██████████

From: ██████████, ██████████ <██████████>
Sent: ██████████
To: ██████████ (██████████) <██████████>
Cc: ██████████ (L.) <██████████>; ██████████, ██████████
<██████████>
Subject: RE: ██████████ BRAND ██████████ Fire Inspection Unit ██████████
██████████ Diesel Engine

██████████ should be sufficient.

From: ██████████ (██████████) <██████████>
Sent: ██████████

To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
<[REDACTED]>
Subject: RE: [REDACTED] 0 - Fire Inspection Unit [REDACTED]

This message is from an EXTERNAL SENDER. BE CAUTIOUS, particularly with links and attachments.

Hello [REDACTED],

Thanks for the reply. Yes, conforming [REDACTED] for my arrival date. Plane arrives at approx. [REDACTED] into [REDACTED].

Looks like about a [REDACTED] drive from [REDACTED] to the vehicle location, so let's plan on [REDACTED], [REDACTED].

Also, planning to fly back on [REDACTED], unless you need more time with me – please advise.

Thanks again.

Sincerely,

[REDACTED]
Design Analysis
[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
<[REDACTED]>
Subject: RE: [REDACTED] 0 - Fire Inspection Unit [REDACTED]

[REDACTED]^h will work fine. Once you confirm, let us know the time so we can make arrangements with our Technicians.
We look forward to the visit.
Thanks, [REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] 0 - Fire Inspection Unit [REDACTED]

This message is from an EXTERNAL SENDER. BE CAUTIOUS, particularly with links and attachments.

Hello [REDACTED],

Thank you kindly for the reply. I am planning on arriving on [REDACTED] and departing on [REDACTED].
This should be more than enough time, however let me know you thoughts as I can stay longer, as necessary. I will wait to hear back before I schedule accordingly.

Unless these vehicle are driven normally (owner's manual has criteria) , which I will let you decide, fuel filters should be replaced as follows:

km), [REDACTED] e hours, or as indicated by the information display	Replace the engine-mounted and frame-mounted fuel filters.
---	---

Attached is the [REDACTED] [REDACTED] scheduled maintenance, directly from the owner's manual.

Thank you again.

Sincerely,

[REDACTED]
Design Analysis
[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] <[REDACTED]>
Subject: RE: [REDACTED] 0 - Fire Inspection Unit [REDACTED]
[REDACTED] Diesel Engine

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

Hi [REDACTED],
Thanks for the call [REDACTED], in response to your questions:

1. Our [REDACTED] Fleet Account Manager is [REDACTED].
2. We have [REDACTED] open in our calendar for your visit, all we need to know is the date you are available.
3. Our new company name is [REDACTED], formerly [REDACTED].
4. Unit is located at [REDACTED].
5. My contact information is below, what other information do you need from me?

Thanks, [REDACTED]

[REDACTED]
Regional Fleet Manager / Midstates
[REDACTED]

T: [REDACTED] | M: [REDACTED]

Follow us on [REDACTED], [REDACTED], and [REDACTED]
Or visit [REDACTED]



From: [REDACTED] ([REDACTED]) <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED] <[REDACTED]>
Cc: [REDACTED] ([REDACTED]) <[REDACTED]>
Subject: [REDACTED] BRAND [REDACTED] [REDACTED] 0 - Fire Inspection

This message is from an EXTERNAL SENDER. BE CAUTIOUS, particularly with links and attachments.

Good morning Mr. [REDACTED],

I just left you a voice message. I was recently assigned this case, [REDACTED] [REDACTED] BRANDS [REDACTED] [REDACTED]
[REDACTED] 0 - Fire Inspection and wanted to schedule the inspection review.

Please feel free to email or call me back to set up the inspection.

Thanks.

Sincerely,

[REDACTED]
Design Analysis
[REDACTED]