

REPAIR UPDATE COMMUNICATION

Dear Valued Customer,

In order to best serve your needs, please let us know how frequently you would like to be updated by the repair facility on the status of your vehicle throughout the repair process.

Shop RO#: _____ Estimated Completion Date: _____

*Check the applicable box for repair updates & communication preference:

***I would like to be updated on the repairs to my vehicle:**

Weekly (if repairs estimated to be more than a week)

Only when there is a delay issue

Only when repairs are completed

***My preferred contact method is:**

Email: My email address is _____

Phone: The best number to reach me at is _____

Text: The best number to reach me at is _____

Please take a moment to tell us what your main concerns are regarding the repairs to your vehicle so that we can better ensure your satisfaction (for example: anything you may have noticed since accident was reported, any pulling to left or right, doors not opening or closing properly, etc.):

Customer signature: _____ Date: _____