



Prior Approval Claim Status and Amendment



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The claim has been denied by Prior Approval due to Neglect / Abuse . For further discussion, please call 1-800-321-7790 option 1.

Repair Order

Reference Number: **VIN:**
Repair Order Number: **Repair Line Number:** 51
Repair Date: 08-16-2023
Claim Status: Denied
Customer Name: **Causal Part:** 7124
Plan: 2020 NEW 96/36,000 EXTRACARE W/ROADSIDE

Repair Details

Customer Concern: CUSTOMER STATES THAT 5TH GEAR HAS A SURGE HESITATION-IN SECOND GEAR THE SHIFTER WILL MOVE AN INCH IN THE SHIFTER
Technician Findings: found second gear keeps jamming up as long with 3rd and 5th gear. inspected shifter and found no concerns. also drained fluid and put new fluid in as instructed with wsm. concern still present. found synchros to be fail componet.
Recommended Repair: repair but cost cap says replace
Claim Disposition: Anthony, Ford and Lincoln Protect cannot participate in this repair, as the damage was caused by off-road racing use. This is not covered under the contract. Thank you.

[Communication History](#)

Claim Questions/Answers

****IMPORTANT Read Carefully****

Please be advised that any submission to Prior Approval via this textbox requires a response from one of our agents. To assist us in ensuring all dealers receive a response within a timely manner please do not use this textbox for general confirmations, such as reporting digital photos were submitted, or saying thank you for claim updates.

This field should only be used for:

- Supporting documentation for amendments
- Additional claim information requested by Prior Approval
- Requesting a status update on a claim (if Prior Approval has not responded in the given timeframe)

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