

Breakdown History

Case # 1, ID 228017297 created 29-AUG-24

Taken for DOHERTY MR BRIAN as 0000001

(EUROPCAR customers)

Case Information

[29-AUG-24] DO NOT REFER TO WARRANTY attend on this account

[29-AUG-24] STG Code:218022771

Form Reference: NewSTG290824200147J

[29-AUG-24] 277721 - advised to call relay+ regarding replacement veh & possible overnight stay for mbr

[29-AUG-24] spoken to mbr he has adv colleague is in contact with him with him to organise taxi

[29-AUG-24] Taxi ref 7369409

[29-AUG-24] Member leaving keys on front passenger side front wheel

[29-AUG-24] Agent 15/20 mins away

[30-AUG-24] Recy to Nearest Europcar in plan as instructed on Text Topics. Job now on Plan

1) -----

Job No: 10112 on 29 Aug 2024

Call taken: 29-AUG-24

Contact name: DOHERTY MR BRIAN, phone: 07531011039

Entitlements at the time: BUSINESS SERVICES PAY FOR USE

Vehicle: BF71EWG, WHITE IVECO DAILY 35 VAN

Variant: DAILY 35S14B

VIN: ZCFCG35A405443386

Mileage: 48439

Fault reported: WONT START

Fault treated as: OPERATOR FORCED RECOVERY

How: Garage deployed, Arrived: 29-AUG-24, Completed: 29-AUG-24

Outcome: ELECTRICAL - OTHER, NON-REP: COMPONENT NOT AVL - SUBSEQUENT RECY RES REQD

Where: DUISBURG WAY ON R/S NEXT TO SOUTHSEA COMMON, PORTSMOUTH, SOUTHSEA, ENGLAND,

Notes

STG CODE:218022771

FORM REFERENCE: NEWSTG290824200147J MBR HASNT GOT OCNTACT NUMBER

Vehicle Recovery

BOARHUNT GARAGE LIMITED, UNIT A/A1 FORT WALLINGTON, FAREHAM , HAMPSHIRE , PO16
8TT

2) -----

Job No: 10882 on 29 Aug 2024

Call taken: 29-AUG-24

Contact name: DOHERTY MR BRIAN, phone: 07531011039

Vehicle: BF71EWG, WHITE IVECO DAILY 35 VAN

Variant: DAILY 35S14B

VIN: ZCF CG35A405443386

Mileage: 48439

Fault reported: WONT START

Fault treated as: OPERATOR FORCED RECOVERY

How: Garage deployed, Arrived: 29-AUG-24, Completed: 29-AUG-24

Outcome: CLUTCH, NON-REP: R/S REP NOT FEASIBLE - RECY TO HANDOVER POINT

Where: DUISBURG WAY ON R/S NEXT TO SOUTHSEA COMMON, # PORTSMOUTH, SOUTHSEA,
ENGLAN

Notes

[PREV:WRAP WITH [REDACTED]]STG CODE:218022771

FORM REFERENCE: NEWSTG290824200147J MBR HASNT GOT OCNTACT NUMBER

Vehicle Recovery

BOARHUNT GARAGE LIMITED, UNIT A/A1 FORT WALLINGTON, FAREHAM , HAMPSHIRE , PO16
8TT

3) -----

No deployed task data found: 218055452

Case # 2, ID 228017297 created 29-AUG-24

Taken for DOHERTY MR BRIAN as 0000001

(EUROPCAR customers)

Case Information

[29-AUG-24] DO NOT REFER TO WARRANTY attend on this account

[29-AUG-24] STG Code:218022771

Form Reference: NewSTG290824200147J

[29-AUG-24] 277721 - advised to call relay+ regarding replacement veh & possible overnight stay for mbr

[29-AUG-24] spoken to mbr he has adv colleague is in contact with him with him to organise taxi

[29-AUG-24] Taxi ref 7369409

[29-AUG-24] Member leaving keys on front passenger side front wheel

[29-AUG-24] Agent 15/20 mins away

[30-AUG-24] Recy to Nearest Europcar in plan as instructed on Text Topics. Job now on Plan

1) -----

Job No: 10112 on 29 Aug 2024

Call taken: 29-AUG-24

Contact name: DOHERTY MR BRIAN, phone: 07531011039

Entitlements at the time: BUSINESS SERVICES PAY FOR USE

Vehicle: BF71EWG, WHITE IVECO DAILY 35 VAN

Variant: DAILY 35S14B

VIN: ZCFCG35A405443386

Mileage: 48439

Fault reported: WONT START

Fault treated as: OPERATOR FORCED RECOVERY

How: Garage deployed, Arrived: 29-AUG-24, Completed: 29-AUG-24

Outcome: ELECTRICAL - OTHER, NON-REP: COMPONENT NOT AVL - SUBSEQUENT RECY RES REQD

Where: DUISBURG WAY ON R/S NEXT TO SOUTHSEA COMMON, PORTSMOUTH, SOUTHSEA, ENGLAND,

Notes

STG CODE:218022771

FORM REFERENCE: NEWSTG290824200147J MBR HASNT GOT OCNTACT NUMBER

Vehicle Recovery

BOARHUNT GARAGE LIMITED, UNIT A/A1 FORT WALLINGTON, FAREHAM , HAMPSHIRE , PO16
8TT

2) -----

Job No: 10882 on 29 Aug 2024

Call taken: 29-AUG-24

Contact name: DOHERTY MR BRIAN, phone: 07531011039

Vehicle: BF71EWG, WHITE IVECO DAILY 35 VAN

Variant: DAILY 35S14B

VIN: ZCFCG35A405443386

Mileage: 48439

Fault reported: WONT START

Fault treated as: OPERATOR FORCED RECOVERY

How: Garage deployed, Arrived: 29-AUG-24, Completed: 29-AUG-24

Outcome: CLUTCH, NON-REP: R/S REP NOT FEASIBLE - RECY TO HANDOVER POINT

Where: DUISBURG WAY ON R/S NEXT TO SOUTHSEA COMMON, # PORTSMOUTH, SOUTHSEA,
ENGLAN

Notes

[PREV:WRAP WITH [REDACTED]]STG CODE:218022771

FORM REFERENCE: NEWSTG290824200147J MBR HASNT GOT OCNTACT NUMBER

Vehicle Recovery

BOARHUNT GARAGE LIMITED, UNIT A/A1 FORT WALLINGTON, FAREHAM , HAMPSHIRE , PO16
8TT

3) -----

No deployed task data found: 218055452

Case # 3, ID 227976047 created 29-AUG-24

Taken for DOCHERTY MR RYAN as 0000001

(EUROPCAR customers)

Case Information

[29-AUG-24] ptrl 277971 called that this vhcl hit the barrier and shopping center security is calling the cops. they are waiting for police to arrive. spoke to denise on dispatch who said member needs to ring europcar to let them know and also ring 01

[29-AUG-24] 733977557 from text topic accident procedure and speak to them and ptrl can close his job down. ptrl is saying vhcl is driveable.

1) -----

Job No: 4648 on 29 Aug 2024

Call taken: 29-AUG-24

Contact name: DOCHERTY MR RYAN, phone: 07531011039

Entitlements at the time: BUSINESS SERVICES PAY FOR USE

Vehicle: BF71EWS, WHITE IVECO DAILY 35 VAN

Variant: DAILY 35S14B

VIN: ZCFCG35A205443676

Mileage: 48437

Fault reported: SMOKE FROM ENGINE

How: Patrol deployed, Arrived: 29-AUG-24, Completed: 29-AUG-24

Outcome: VEHICLE BODY, ADVICE GIVEN/NO REPAIR NECESSARY

Where: PARK ROAD INTO GUNWHARF QUAYS, PORTSMOUTH, ENGLAND, PO1

Notes

PC[Photos-4 Member hit high restrictions , and damaged roof and windscreen , contacted psu psu say he need ring europ hire company , as he waiting for police]

Extract complete - 3 cases

20-JAN-25