



# SERVICE BULLETIN

**TOPIC: Service and Order Inquiries**

**Part Number: NA**

NUMBER: 10-002-2016

SUPERSEDES:

DATE: Oct 13, 2016

<b>MODELS APPLICABLE TO:</b>	<b>TEST METHOD:</b>
<input type="checkbox"/> F1/F-2 Combination	D 2699, D 2700    Route To: Customer
<input type="checkbox"/> F4 Supercharge	D909
<input type="checkbox"/> F5 Cetane	D613

To serve Distributors and end customers more efficiently, CFR Engines Inc. (CFR) is implementing a new process for managing incoming inquiries. Rather than directing inquiries to specific individuals, they should be sent to one of two email addresses depending upon the type of inquiry. All Sales/Commercial inquiries should be sent to [orders@cfrengines.com](mailto:orders@cfrengines.com) and all Service inquiries should be sent to [service@cfrengines.com](mailto:service@cfrengines.com). The key reasons for directing emails to these addresses are as follows:

1. Allows CFR to efficiently locate and sort all incoming inquiries into two categories - Commercial vs. Technical.
2. Allows multiple people within CFR access to manage inquiries so that they can be quickly and efficiently managed.
3. Minimizes multiple emails to different individuals looking for the same information or support.

Please note that in all instances, an end customer should contact the Distributor first. Distributors are equipped to manage customer inquiries with CFR and be the direct interface to our customers. Inquiries sent to individuals outside [orders@cfrengines.com](mailto:orders@cfrengines.com) or [service@cfrengines.com](mailto:service@cfrengines.com) may have a delay in response. Requests sent to the two listed emails will be given response priority. If end customers need to have direct contact with the factory, the same email sites are available to end-users/customers. If contacted directly by the customer, CFR will engage the Distributor to coordinate the appropriate response and/or support. Training and guidance will also be provided on how to manage similar inquiries going forward.

Thank you in advance for your support of this new inquiry management process and please feel free to contact me with any questions regarding this bulletin.

Best regards,  
Dan Bemis  
CFR Service Manager  
CFR Engines Inc.