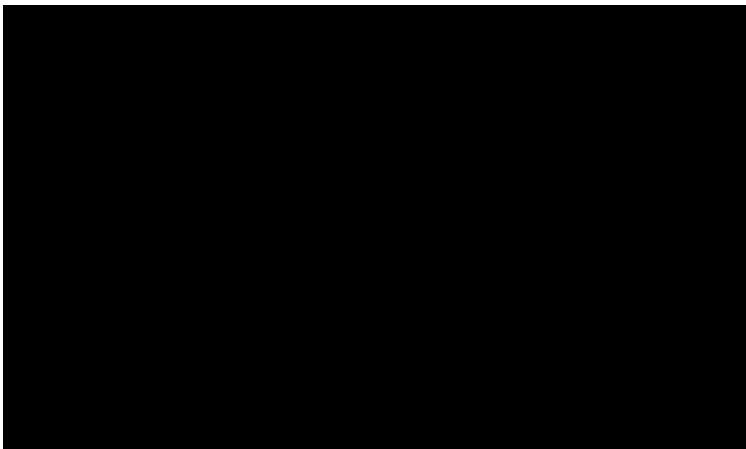


This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)



From: dcppform@ford.com
To: [Ordcalp, F \(F.\)](#)
Cc: bryan@tropicalford.com
Subject: Dealer/Fleet Request for OGC Review
Date: Thursday, May 14, 2020 9:58:37 AM

Dealer/Fleet Request for OGC Review

DEALER INFORMATION:

Dealership Fleet Name: Tropical Ford Inc
Requesting Dealer Fleet: Tropical Ford, Inc
PA Code: 04924
Contact Person: Bryan Langenderfer
Title: P&S Director
Phone Number: 407-851-1764
Fax Number: 407-850-9566
Email: bryan@tropicalford.com
Region: Orlando
Address: 9900 S. Orange Blossom Tr.
City: Orlando
State: Florida
Zip Code: 32837

CUSTOMER VEHICLE INFORMATION:

Warranty Start Date: 03/19/2014
Vehicle Year: 2014
Vehicle Model: Fusion
Vehicle VIN: 3FA6P0HD4ER[REDACTED]
Mileage: 167003
customer Fleet Name: [REDACTED]
Street Address: [REDACTED]
City : Orlando
State : Florida
Zip Code : [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Email: [REDACTED]
Customer Region: Orlando

DETAILS OF INCIDENT:

Date of Incident: [REDACTED]
County incident occurred: Orange
Is customer alleging a component defect CAUSED the incident? YES
Details: FSA 20S15- Advance Notice
Was a police report filed? NO
Details :
Has the insurance company been contacted? NO
Insurance company advised:
Insurance company contact information:

Coach builder:

City :

State :

Zip Code :

Vehicle Location: Tropical Ford, Inc.

Attorney information:

CVO Contact:

Resolution Customer is seeking: Repair the right front door latch that is broken, allowing the door to fly open freely.

Comments: COVID-19 has caused this customer to lose their job and no means to pay. SSSC says that customer must pay. Please advise on how to proceed.

This email was automatically generated. Please do not reply to this email. No one monitors the inbox for this email address.

Copyright 2020 Ford Motor Company



Case

CAS-



General Info

Overview

Case Number		Status	Resolved
Priority	None	Owner	Tier 1 Inbound NA CRC
Input Channel	Phone	Status Reason	Resolved
Originating Team	Tier 1 Inbound NA CRC		

Case Closure Details

Resolution Type	Resolved / Problem Solved	Case Disposition Team	Tier 1 Inbound NA CRC
Cancellation Type		Case Disposition Type	Close Issue
Closed By	Eleazar Joseph Valdez	Closed Date	5/22/2020 12:54 PM

Closure
Comments

Case Reopen Details

Reopened By	Reopened On
-------------	-------------

Customer Info

Customer Info

Customer Name		Best Contact Method	
Best Daytime Phone		Home Phone	

Business Phone

Email

Mobile Phone

Delegate Info

Customer Delegate

Customer Delegate Relationship

Customer Delegate Phone

Customer Scores

LTV Score

54

All Marketing Scores

Loyalty Score

53

ESP Score

Defector Score

Dissat Score

Likelihood To Service In-Market

Yes

Service Segments

Dealer Info

Dealer Info

Dealer Name

AutoNation Ford Brooksville

P&A Code

04991

Dealer Service Manager

BRYAN CATES

Dealer Phone Number

More Than One Service Manager

Dealer Contact

Vehicle Info

Vehicle Info

VIN

3FA6P0H9XFR

Mileage

70,000

Warranty Start Date 1/11/2015

Mileage Units Miles

Hours In Service

Converted Mileage

Vehicle Classification

Vehicle Classification Full Path 2015 > FORD > FUSION > POH - FUSION SE FWD 4-DR SEDAN

Model Year 2015

Engine Specification 2.0L TIVCT GTDI T/C 240PS GAS

Make FORD

Transmission Specification 6 SPD AUTO TRANS 6F MID-RANGE

Model/Vehicle Line FUSION

Body Style POH - FUSION SE FWD 4-DR SEDAN

Equipment & Software

SYNC Version

Modem/TCU? Yes

Installed SYNC Version

Installed Date

WIFI Capable No

WIFI Enabled No

Data Usage

Date Retrieved

Case Classification

Case Classification

Case Classification Team Tier 1 Inbound NA CRC

Case Classification Full Path Legal > Alleged Accident/Property Damage or Fire (Visible flames) due to Product Defect > Insurance Company Contacted/ settlement

- Level 1

Legal
- Level 2

Alleged Accident/Property Damage or Fire (Visible flames) due to Product Defect
- Level 3

Insurance Company Contacted/ settlement
- Level 4

Symptom Code

Symptom Classification

- Symptom Classification Full Path

Fit/Finish/Body > Body Panels > Door > Loose/Attachment
- Level 1

Fit/Finish/Body
- Level 2

Body Panels
- Level 3

Door
- Level 4

Loose/Attachment
- More Than One Symptom Codes?

No

Additional Symptom Codes

Level 1	Level 2	Level 3	Level 4
---------	---------	---------	---------

Activities

Activities

Subject	Activity Type	Status	Created On	Created By
Case Assignment - CAS [REDACTED]	Case Assignment	Completed	5/22/2020 12:32 PM	a8ea806a-f003-47d4-a7d2-30447dcda4cf

Recall for CAS- [REDACTED]	Recall	Completed	5/22/2020 12:33 PM	Eleazar Joseph Valdez
Resolution for Case: CAS-[REDACTED]- [REDACTED]	Case Resolution	Completed	5/22/2020 12:54 PM	Eleazar Joseph Valdez

Notes & Attachments

Title	Note	File Name
Created On 05/22/2020 12:44:43 By: Eleazar Joseph Valdez Primary Team:Tier 1 Inbound NA CRC	1. FOR ACCIDENT CASES ONLY - Has the customer filed a claim with their insurance company? No ◦If customer does not have insurance, or is refusing to contact insurance - continue with remaining questions. *•If the customer is requesting vehicle repair. 2. If a claim has been filed with their insurance company, what is the status of the claim? No 3. Is the vehicle repairable? Yes 4. Were any injuries sustained? If yes, provide the first and last name of all injured parties. -owner: [REDACTED] 5. What are you seeking from Ford Motor Company? Repair assistance 6. What was the date of the accident? [REDACTED] 7. What product defect is alleged to have caused the accident? - door swung open (Recall letter was received after the accident happened) 8. What is the city and state where the accident occurred? Brooksville, FL 9. Was a police report filed? No 10. If a police report was filed, what were the findings? 11. What is the police report number and in what city and county was the report filed? n/a	

	12. What is the name and address of the customer's attorney (Ask this question only if the customer mentions they have sought/retained an attorney)? n/a 13. What mailing address would you like our Office of General Council to send your written response to (Document the full address)? [REDACTED]	
Created On 05/22/2020 12:54:25 By: Eleazar Joseph Valdez Primary Team:Tier 1 Inbound NA CRC	As per cust says accident on veh (wrech) filing a claim - Door open due to door defect (recall) As per cust dlr says n/a CRC advised "INBOUND PHRASEOLOGY: I will forward your information to Ford's Office of the General Counsel. You should receive a written response within 15 Days business days to your concern. Notes to CSR: * Please verify customer's street address or P.O. Box. [REDACTED] BROOKSVILLE FL. [REDACTED] * If the customer does NOT have their VIN, but the vehicle is at a dealership, please make an OBC to obtain the VIN. * If the customer does NOT have their VIN and the vehicle is not at a dealership, please schedule a follow up with the customer to obtain it. * Do not use GENERAL for a symptom code unless this is a call back request for an OGC missed follow-up. * Copy and paste both the following Questions and Answers into case notes to the aid OGC's investigation: ***Refer to Documenting Fires and Accidents in AAF for template. "	

	note: while cust providing information the call got disconnected.	
Created On 05/22/2020 13:18:23 By: Gilbert Ocampo Primary Team:Tier 1 Inbound NA CRC	Cust says: she provided CAS- [REDACTED], about the accident that happened due to the defect of the door (recall related) but the line was disconnected when she was speaking with Joseph.she was also inquiring about a loaner vehicle. As Per Cust Dealer says: CRC Advised: informed her that it was escalated to the OGC and with the rental car, she needs to coordinate with Autonation Ford about it.	

Email

Direction	Date	From	To	Subject	Body
-----------	------	------	----	---------	------

Additional Info

Admin Info

Archived Case?	No	Caller Authorization Code	0054933832
Source System ID		Source System Name	
Created On	5/22/2020 12:32 PM	Created By	Eleazar Joseph Valdez
Modified On	Eleazar Joseph Valdez	Modified By	Eleazar Joseph Valdez
Financial Assistance Provided?	N/A	Case Age (Hours)	98.60



From: dcpform@ford.com
To: [Ordcalp, F \(F.\)](#)
Cc: mgoertz@galpin.com
Subject: Dealer/Fleet Request for OGC Review
Date: Wednesday, September 09, 2020 11:03:07 AM

Dealer/Fleet Request for OGC Review

DEALER INFORMATION:

Dealership Fleet Name: Galpin Ford
Requesting Dealer Fleet: Galpin Ford
PA Code: 05536
Contact Person: Michelle Goertz
Title: Service Writer
Phone Number: [REDACTED]
Fax Number:
Email: mgoertz@galpin.com
Region: Los Angeles
Address: 15505 Roscoe Boulevard
City: North Hills
State: California
Zip Code: 91343

CUSTOMER VEHICLE INFORMATION:

Warranty Start Date: 01/03/2015
Vehicle Year: 2014
Vehicle Model: Fusion
Vehicle VIN: 3FA6P0H77ER [REDACTED]
Mileage: 52008
customer Fleet Name: [REDACTED]
Street Address: [REDACTED]
City : San Fernando
State : California
Zip Code : [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Customer Email: [REDACTED]
Customer Region: Los Angeles

DETAILS OF INCIDENT:

Accident
Date of Incident: [REDACTED]
County incident occurred: Los Angeles
Is customer alleging a component defect CAUSED the incident? YES
Details: Passenger door latch failure
Was a police report filed? NO
Details :
Has the insurance company been contacted? NO
Insurance company advised:

Insurance company contact information:

Coach builder:

City :

State :

Zip Code :

Vehicle Location: Galpin Ford

Attorney information:

CVO Contact:

Resolution Customer is seeking: Requesting authorization to cover new sunvisor, clips, screws and nuts to attach. Parts and labor \$634.44

Comments: On [REDACTED], the customer was driving the vehicle with his wife in the passenger seat. While making a left hand turn, the door latch failed and the door flew open. When the door flew open, the driver attempted to grab his wife from falling out of the vehicle and control the vehicle while maintaining control of the vehicle. When the passenger was falling out of the vehicle because the door latch failed and the passenger door flew open, she grabbed a hold of the sunvisor to keep herself in the vehicle. To prevent herself from flying outside of the moving vehicle, she grabbed the sunvisor, which broke the attachment point of the visor. In order to repair the issue of the sunvisor, we need to replace the entire passenger sunvisor, clips, screws and nuts. When the vehicle was brought in on [REDACTED] to the dealership, we performed the recall 20s15 (door latch recall) as well as the 16S42, which is the passenger front seatbelt pretensioner cable recall. Both of these safety recalls failed on this vehicle: The door latch failed when the vehicle was traveling, and the seat belt tensioner did not hold the passenger in the seat. As a result of the failure of both of these components, replacement and repair of the sunvisor is a compensable consequence of the door latch failure. Had the door latch not have failed, the passenger would not have grabbed the sunvisor. This replacement and repair of the sunvisor should be covered based on the causal component of the failure being the door latch. We are requesting authorization to replace the sunvisor, clips, screws and nuts (parts \$487.58), as well as \$146.86 for installation for a total of \$634.44. Customer is a long time Ford customer with a high Ford Score. This customer has a wife and small children, and was absolutely terrified when this incident occurred. The vehicle is in perfect shape in the interior, and no abuse or neglect of the sunvisor is indicated. This is something Ford should cover, based on the causal failure of the door latch being the causal component.

This email was automatically generated. Please do not reply to this email. No one monitors the inbox for this email address.

Copyright 2020 Ford Motor Company









Type	Case No	Vehicle ID	Claimant Name	Claimant Address	Claimant Phone	Rep Name	Rep Phone	Owner Name	Owner Address	Owner Phone	Incident State	Litigation	Jurisdiction	Docket No	Incident Date	Notice Date	Make	Model	MY	VIN	Mileage	Allegations	Ford View	Disposition	Alleged Crash	Alleged Refused	Alleged Property Damage	Alleged F Ins	Alleged I parties	Alleged F parties	Category
Claim				ORLANDO, FL 328					ORLANDO, FL 328		FL	N				5/14/2020	Ford	Fusion	2014	3FABP9H4E	167,003			CLSD	N	N	Y	N	0	0	A1
Claim				BROOKSVILLE, FL					BROOKSVILLE, FL		FL	N				5/22/2020	Ford	Fusion	2015	3FABP9H8KPR	70,000			CLSD	N	N	N	N	1	0	A1
Claim				REVERDE, SAN FERNANDO, CA					REVERDE, SAN FERNANDO, CA		CA	N				9/6/2020	Ford	Fusion	2014	3FABP9H77E	52,008			CLSD	N	N	Y	N	0	0	A1