

CASE NUMBER: C [REDACTED] STATUS: Information Provided
 OPEN: 03-31-2021 CLOSED: 04-08-2021 BUSINESS UNIT NAME: Ford
 RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
 CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | At Risk of Defection |
 DEALER NAME: Shaffer Ford, Inc.
 PA CODE: 07311 DLR SALES CODE: 44493 REGION: G4 ZONE: G4W
 VIN: [REDACTED] MODEL YEAR: 2021 MODEL: EDGE MILEAGE: 876
 BODY STYLE: K4A - EDGE AWD ST
 LAST NAME FIRST NAME MIDDLE: | |
 ADDRESS:
 CITY STATE ZIP COUNTRY: | PA | | USA
 HOME PHONE:
 SYMPTOMS: Driving Performance | Stalls/Quits | Cruise/ Steady Speed | Always
 ANALYST NAME: Carlos Delgado OPEN ANALYST NAME: SYSTEM

COMMENTS:

- 2021-03-31 20:54:17 *WEB*VEHICLE WAS TOWED IN 3/31.CUSTOMER STATED ENGINE SHUT OFF WHEN TRAVELING AT APX 50 MPH.UPON OUR INITIAL INSPECTION WE FOUND THE ENGINE COOLANT TANK TO BE EMPTY AND COOLANT IS IN THE CRANKCASE.ENGINE IS SEIZED UP.WILL NEED ENGINE ASSY REPLACED AND CUSTOMER SEEKING RENTAL ASSISTANCE

- 2021-04-01 12:10:52 Case Number : C [REDACTED] VEHICLE WAS TOWED IN 3/31.CUSTOMER STATED ENGINE SHUT OFF WHEN TRAVELING AT APX 50 MPH.UPON OUR INITIAL INSPECTION WE FOUND THE ENGINE COOLANT TANK TO BE EMPTY AND COOLANT IS IN THE CRANKCASE.ENGINE IS SEIZED UP.WILL NEED ENGINE ASSY REPLACED AND CUSTOMER SEEKING RENTAL ASSISTANCE
 Customer : [REDACTED] Business Phone : NA Home Phone : NA Mobile Phone : NA LTV Score : 93
 Vehicle Purchase Status : Original Owner Ford Credit Contract Number : NA Part Number : KT4Z6006B
 Dealer Name : Shaffer Ford, Inc. Dealer P&A : 07311 Dealer phone : 3017773900 VIN : [REDACTED]
 Year : 2021 Make : FORD Model : EDGE Mileage : 876 Engine Specification : 2.7L DOHC 4V DIGI V6 GAS Transmission Specification : 8 Speed Auto Transmission 8F57 Warranty Start Date : 2021-03-05 Open Recall/FSA: NO ESP : NO Hotline Contact : NO Warranty History : NO

- 2021-04-01 12:11:59 Houston DXS- Based on vehicle age and mileage, it appears this vehicle may be eligible for the IWL program administered under the current EFC. NEXT STEP- OB portal message, schedule F/U: 4/08 address any concerns Ford Motor Company @ Carlos Delgado Dealer Experience Specialist, Ford DX Team cdelga27@ford.com office: 866-631-3788 ext. 79292 eFax: 855-906-1016

- 2021-04-01 17:20:56 Houston DXS- OBE job aids Ford Motor Company @ Carlos Delgado Dealer Experience Specialist, Ford DX Team cdelga27@ford.com office: 866-631-3788 ext. 79292 eFax: 855-906-1016

CASE ATTACHMENTS:

[REDACTED]

Carlos Delgado

[REDACTED]

[REDACTED]




Delgado, Carlos (C.)

To [REDACTED]

[↩ Reply](#) [↩ Reply All](#) [→ Forward](#) [⋮](#)

Thu 4/1/2021 12:20 PM

 [REDACTED].pdf
7 MB

 InWarrantyLoanerProgram.pdf
735 KB

Ford Motor Company®

Carlos Delgado

Dealer Experience Specialist, Ford DX Team

cdelga27@ford.com

office: 866-631-3788 ext. 79292

eFax: 855-906-1016

CASE NUMBER: ██████████ STATUS: Information Provided
OPEN: 04-01-2021 CLOSED: 04-01-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: ██████████ COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Inquiry | Rental/Loaner | |
DEALER NAME: Shaffer Ford, Inc.
PA CODE: 07311 DLR SALES CODE: 44493 REGION: G4 ZONE: G4D
VIN: ██████████ MODEL YEAR: 2021 MODEL: EDGE MILEAGE: 800
BODY STYLE: K4A - EDGE AWD ST
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | PA | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Lack/Loss of Power | Not Listed | UNKNOWN
ANALYST NAME: Imani Wintz OPEN ANALYST NAME: Imani Wintz

COMMENTS:
2021-04-01 15:53:07 Imani Wintz |IWINTZ@ford.com| office: 1-866-631-3788 - ext. 79131 IBC--2021 Edge 800 miles, customer called in because the motor went out on his vehicle. Customer needed a rental, but dealership wouldn't provide rental through their partnership with Enterprise. Customer/dealer stated repair would take two weeks. Actions-- Informed customer that he was still within his new warranty, so he would qualify for an in warranty loaner. Informed customer that I would speak to dealership on his behalf to ensure that they're following the correct steps in order to provide him with a non-ford in warranty loaner. OBC to dealer--Spoke with service manager Mike. Mike did not input proper documentation for in warranty non-ford loaner. Redirected him back to job aid that dealer representative provided and also provided him with his dealer representative's email for him to communicate with him directly to assist customer with loaner. Back to customer-- Informed customer that I provided service manager with further assistance to ensure he would be provided with a rental vehicle. Unable to link aff article(s): 1. In-Warranty Loaner (IWL) Approval Guidelines Next Steps-- Close Case Ford Motor Company © Customer Relationship Center – CAR/SUV Imani Wintz

2021-04-01 15:55:42 Case Number : ██████████ Customer : ██████████ Business Phone : n/a Home Phone : n/a Mobile Phone : ██████████ LTV Score : n/a Vehicle Purchase Status : Original Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Shaffer Ford, Inc. Dealer P&A : 07311 Dealer phone : 3017773900 VIN : ██████████ Year : 2021 Make : FORD Model : EDGE Mileage : 800 Engine Specification : 2.7L DOHC 4V DI G1 V6 GAS/FFV Transmission Specification : Warranty Start Date : 2021-03-05 Open Recall/FSA: : n/a ESP : n/a Hotline Contact : n/a Warranty History : n/a

2021-04-01 15:57:18 Full closing credentials did not copy:
Ford Motor Company ©
Customer Relationship Center – CAR/SUV
Imani Wintz
IWINTZ@ford.com | www.ford.com
office: 1-866-631-3788 - ext. 79131

CASE ATTACHMENTS:

CASE NUMBER: C [REDACTED] STATUS: Resolved
OPEN: 05-27-2021 CLOSED: 06-04-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
DEALER NAME: Courtesy Ford
PA CODE: 07301 DLR SALES CODE: 44555 REGION: G4 ZONE: G4D
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: EDGE MILEAGE:
BODY STYLE: K4A - EDGE AWD ST
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | PA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | UNKNOWN | UNKNOWN
ANALYST NAME: Janeshia Young OPEN ANALYST NAME: Janeshia Young
COMMENTS:
2021-05-27 19:07:50

CXS Janeshia Young Ext 79639
IBC Michael Shaffer called concerning vehicle customer stated that have been having issue with car motor blown at 800 miles now have a electric and computer issues customer stated want out of the vehicle .Spoke with Michelle Vickers Service adviser at Courtesy Ford dealership while customer on phone customer has appointment schedule for 6/07 at Courtesy Ford .Customer stated that want out of the vehicle .

Next Step: Submit Buyback request

Ford Motor Company ®
Customer Relationship Center – Car/Suv Team
Janeshia Young
jyoun298@ford.com | www.ford.com
office: 1-866-631-3788 ext. 79639

2021-06-02 15:26:08 Melbourne SBHT Rosemary, Ext. 77771. Checked historical and VIN status: None
2021-06-02 15:37:53 Melbourne SBHT Rosemary, Ext. 77771 made OBC to DLR @ 8149423000. Asked Wendy to speak w/Michelle Vicars, Service Adviser. (mvicars@courtesyaltoona.net) This customer has requested a Buyback review from Ford. Do you have a moment to please provide the following information? Is the vehicle there at this time? No Spoke with Michelle Vicars, Service adviser at Courtesy Ford dealership who verified that the customer has appointment schedule for 6/07/21 at Courtesy Ford. Ford Motor Company @ Rosemary M. Badillo | Specialized Buyback Handling Team Specialist, Ford CX Team
2021-06-02 16:08:33 Melbourne SBHT Rosemary, Ext. 77771: After review; vehicle does not meet State guidelines for buyback/replacement criteria for PA. Talking Points: -Denied GFR -Review notes in milestone -Focus on getting vehicle repaired Ford Motor Company @ Rosemary M. Badillo | Specialized Buyback Handling Team Specialist, Ford CX Team
2021-06-03 16:02:55 CXS Janeshia Young Ext 79639 OBC to customer Dawn Shaffer was unavailable left VM. Next Step : Schedule F/u Ford Motor Company @ Customer Relationship Center – Car/Suv Team Janeshia Young jyoun298@ford.com | www.ford.com office: 1-866-631-3788 ext. 79639
2021-06-04 20:44:14 CXS Janeshia Young Ext 79639 OBC to customer Dawn Shaffer advise customer that GFR was denied customer stated that they would try again if the issue continue.Will take to vehicle to dealership on Monday. Case Closed Ford Motor Company @ Customer Relationship Center – Car/Suv Team Janeshia Young jyoun298@ford.com | www.ford.com office: 1-866-631-3788 ext. 79639

CASE ATTACHMENTS:
2021-05-28 12:03:55

Janeshia Young

[Buyback Request Template Dawn Shaffer.docx](#)

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 07-13-2021 CLOSED: 08-17-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford SUV-CUV NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
DEALER NAME: Capital Ford Inc
PA CODE: 00978 DLR SALES CODE: 21019 REGION: S2 ZONE: S2D
VIN: 2 [REDACTED] MODEL YEAR: 2021 MODEL: EDGE MILEAGE: 300
BODY STYLE: K4A - EDGE AWD ST
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | NC | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Engine Surge | Acceleration | Always
ANALYST NAME: Laacy Brooks OPEN ANALYST NAME: Laacy Brooks
COMMENTS:
2021-07-13 17:30:56

IBC from cust
Cust says that he purchased a brand new 2021 vehicle and the vehicle only has 300 miles and the engine locked up. Cust very upset and he feels he shouldn't have to pay his first car payment. The customer is very upset and doesn't want the vehicle. Cust is in a loaner vehicle and he wants his new vehicle but without the engine issues SA is Austin Williams.

Ford Motor Company ®
Customer Experience Specialist – SUV Team
Laacy Brooks
lbrook74@ford.com | www.ford.com
office: 866-631-3788 ext.79104
Mon-Fri 7am-3:30pm
Next steps fu with the dealer

2021-07-13 17:31:16

Case Number : [REDACTED]
Customer : [REDACTED] LL
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : [REDACTED]
LTV Score : 99
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number :
Part Number :
Dealer Name : Capital Ford Inc
Dealer P&A : 25138
Dealer phone : 9842327601
VIN : [REDACTED]
Year : 2021
Make : FORD
Model : EDGE
Mileage : 300
Engine Specification : 2.7L DOHC 4V DI GT V6 GAS/FFV
Transmission Specification :
Warranty Start Date : 2021-06-25
Open Recall/FSA :
ESP :
Hotline Contact :
Warranty History :

2021-07-13 17:38:21

- Registered owner(s) name(s) for the vehicle - Richard Campbell
- State where the vehicle is currently registered - Texas
- State where the vehicle was purchased - North Carolina
- Name of the dealer where the vehicle was purchased - Capital Ford
- Mileage on the vehicle at the time of purchase 17 miles

2021-07-13 17:44:55

Cust says he doesnt hear his phone at times and if so contact his wife

2021-07-14 15:25:02

*WEB*Called and left voicemail. 7/14/21. 11:23am

2021-07-14 15:25:21

OBC to dealer Left a message with the SA Ford Motor Company ® Customer Experience Specialist – SUV Team Laacy Brooks lbrook74@ford.com | www.ford.com office: 866-631-3788 ext.79104 Mon-Fri 7am-3:30pm

2021-07-14 18:54:39

*BRT Susan Mattes X77715
OBC to SVC @ CAPITAL FORD 9197904600, Shakira, reception Austin Williams, SA unavailable, spoke with Eric Jones, SM

No warranty historysta

VEH @ DLR – Yes

RO: [REDACTED]
RO OPEN: 7/12/21
MILEAGE: 338
CONCERN: veh shut off while driving and wouldn't restart
REPAIR: new engine ordered, should arrive at DLR by Friday 7/17

*BRT will complete GFR

Ford Motor Company @
Susan Mattes
Specialized Buyback Handling Team Specialist, Ford CX Team

2021-07-14 18:55:26

After Review; Vehicle does not meet state guidelines for buyback/replacement for NC, nor TX

DENY GFR

Talking points:
•Review notes in the Milestones
•Focus on vehicle repair

Ford Motor Company @
Susan Mattes
Specialized Buyback Handling Team Specialist, Ford CX Team

2021-07-14 18:56:03

Checked VIN and Report Historicals: None

2021-07-21 20:49:42

*WEB*Called and left another voicemail. 4:49pm 7/21/21

2021-07-21 20:57:11

OBC to dealer Left a message OBC to cust Left a message Ford Motor Company @ Customer Experience Specialist – SUV Team Laacy Brooks lbrook74@ford.com | www.ford.com office: 866-631-3788 ext.79104 Mon-Fri 7am-3:30pm Fu with an update on the buyback request and get an update on the vehicle

2021-07-23 14:28:56

OBC to dealer Left a message Ford Motor Company @ Customer Experience Specialist – SUV Team Laacy Brooks lbrook74@ford.com | www.ford.com office: 866-631-3788 ext.79104 Mon-Fri 7am-3:30pm Next steps fu with the customer 7/27 after I receive an update

2021-07-26 18:04:18

IBC: Cust states his veh quit running 16 days ago and now he is requesting an update regarding his case. I advised cust cxs has attempted to contact the dealer for a repair update. I advised cust cxs has an appointment scheduled to follow up with him tomorrow.

Next Steps: Cust requested to speak with a sup, cust was transferred to sup via the sup line.

Alyece Walker
Customer Experience Specialist
awalk207@ford.com | www.ford.com
office: 866-631-3788 ext. 79323
efax: 8884108985

2021-07-26 18:22:56

--Sup Escalation

- Cust stated that he has not received an update from CXS. She has only left one message and when he calls her Voicemail is full. The customer vehicle is waiting on the last part. Customer is aware of his CLV being 99. I apologized for the inconvenience for the repairs and the lack of communication.

CXS Next Steps: CXS is required to call the customer and dealership on each follow up that is scheduled. Please communicate with your customer and Dealership. If you are unable to contact the customer then send an email regarding the missed contact. Please speak with your Sup regarding GWG that may be offered to turn this around.

Ford Motor Company @
Business Operations Supervisor
Marchelle Mcnack

2021-07-26 21:19:56

OBC to dealer Left Sa austin my email awilliams@capitalford.com OBC to cust CUST is upset about the communication error and he says that he has to get a new engine and they are waiting on the part but they are working on it cust would like a vehicle payment and will be sending over his invoices Ford Motor Company @ Customer Experience Specialist – SUV Team Laacy Brooks lbrook74@ford.com | www.ford.com office: 866-631-3788 ext.79104 Mon-Fri 8:30am-5pm

2021-07-27 17:10:17

Supervisor review: Safety net approved for one vehicle payment reimbursement. Next steps: CXS to call and email customer each follow up moving forward - customer need more communication from CXS.

2021-07-29 15:19:21

OBC to dealer Vehicle has been repaired OBC to cust Cust says that the vehicle is running and they are taking a trip cust would like to add an esp to their vehicle as well Ford Motor Company @ Customer Experience Specialist – SUV Team Laacy Brooks lbrook74@ford.com | www.ford.com office: 866-631-3788 ext.79104 Mon-Fri 7am-3:30pm

2021-07-30 18:11:59

Supervisor review: Supervisor transmitted debit card. upload.

Page 2 of 4

2021-08-04 14:48:26 OBC to cust Left a message Ford Motor Company @ Customer Experience Specialist – SUV Team Laacy Brooks lbrook74@ford.com | www.ford.com office: 866-631-3788 ext.79104 Mon-Fri 7am-3:30pm Next steps f/u with the customer regarding how the vehicle is running

2021-08-04 15:13:27 Supervisor review: Safety net approved: CXS to review and offer ESP. Please confirm dollar value of the plan and provide customer with copy of plan brochure.

2021-08-06 18:25:01 OBC to cust Left a message regarding the ESP and will fu with customer when ESP loaded on vin Ford Motor Company @ Customer Experience Specialist – SUV Team Laacy Brooks lbrook74@ford.com | www.ford.com office: 866-631-3788 ext.79104 Mon-Fri 7am-3:30pm

2021-08-06 19:42:21 Name: VIN: Phone number: Address: Current mileage/odometer: CUST SAYS: cust wanted to speak with his case handler for this case [REDACTED]. He mentioned that he doesn't really need that ESP bc his car is brand new. He just wanted to straightened this up. PER CUST, DLR SAYS: N/A CRC ADVISED: adv cust that there is a scheduled follow up on this case on 08/11/2021 keep lines open. Adv cust as well that if I documented here on this case, case handler will be notified that he called in today.

2021-08-10 14:09:22 Bria Watkins/Ext. 79537/bwatki35@ford.com IBC from CUST CUST advised they have not received their card and it is not showing in Comerica website OBC to Comerica provided spelling in Morley and they located case. Case uploaded with spelling of last name incorrect "Cambell" Advised CUST no further questions Ford Motor Company @ Truck Team Bria N. Watkins Customer Experience Specialist, Ford CX Team Office: 866-631-3788 Ext. 79537 BWATKI35@ford.com | www.ford.com

2021-08-12 21:18:26 OBC to cust They located the debit card reimbursement the customer appreciates the help and the customer asked for another vehicle payment let the cust know lam unable to provide one but id they have any other questions they can contact me Ford Motor Company @ Customer Experience Specialist – SUV Team Laacy Brooks lbrook74@ford.com | www.ford.com office: 866-631-3788 ext.79104 Mon-Fri 7am-3:30pm

2021-08-13 15:06:01 Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com 866-631-3788 ext. 79395 ***A-TEAM AUDIT*** Case progression on track Confirmed VOR accuracy •Provide Case Recap once confirmed •Safety Net case and Resolve. Ford Motor Company @ Billy Hicks Jr. Customer Experience Specialist bhicks43@ford.com | www.ford.com Office: 866-631-3788 ext. 79395

2021-08-17 15:25:28 Thank you for contacting Ford Motor Company and allowing us to assist you with your 2021 Ford Escape. We hope that your experience was both pleasurable and valuable. Our primary goal is to leave a positive customer experience with you as one of our valued customers. Partnering with Capitol Ford we were able to provide up to date contacts with you throughout the repair process also your reimbursement of your vehicle payment and Limited Maintenance plan . We hope that your experience with Ford Motor Company met your expectations. If there were any delays on our end, we sincerely apologize as we are working against some tough times and appreciate your patience. If you have any further questions or concerns regarding this repair, please let us know by contacting us via phone with your case number [REDACTED]. Thank you for being a valued customer and a part of the Ford family. We sincerely appreciate your business. It has been my pleasure serving you. Ford Motor Company @ Customer Experience Specialist – SUV Team Laacy Brooks lbrook74@ford.com | www.ford.com

CASE ATTACHMENTS:

2021-07-27 20:34:22

Laacy Brooks

[cambell debit.JPG](#)

2021-07-27 20:34:43

Laacy Brooks

[Campbell 2021 Edge Invoice.pdf](#)

Case #:	
Primary Reason for Reimbursement Offer(s): Vehicle Payment	
Is this reimbursement due to a parts delay:	<u>no</u>
Part Name/Number:	Transmission
Date or Expected Date of Vehicle Repair:	Unknown
Is there a risk for a Buyback Request:	Yes
GCCT Case #:	
Customer Information	
Name:	
Mailing Address:	Raleigh <u>north Carolina</u>
Mailing Address Verified:	Enter Yes
Is the customer a Citizen of India:	No
VIN:	
Reimbursement Information (fill in each payment type entered in [redacted])	
Consequential Expense Reimbursement:	N/A
Amount:	N/A
Vehicle Payment Reimbursement:	Receipt
Amount:	707.83
Rental Reimbursement:	N/A
Amount:	N/A
(#13 in Morley Submission Form) Reason for Customer Reimbursement: Vehicle Payment = VEHPAY	
Causal Part Number:	N/A
Amount:	N/A
Additional Comments:	



Your Account Information

Account Number [REDACTED]
 Vehicle Description 2021 FORD EDGE
 VIN [REDACTED]

Statement Date 07/21/2021
 Lease-End Date 06/28/2024

Customer Service Center 1-800-727-7000
 Hours of Operation Mon-Fri 7am - 8pm CST
 Sat 7am - 5pm CST
 Website Address ford.com/finance

Refer to next page for additional contact information and Important Notices.

Your Transaction(s) Since Last Statement

DATE	DESCRIPTION	AMOUNT
07/20/2021	Due Date Change	\$ 0.00

Payments received after statement date are not reflected.

Your Amount(s) Due

DATE	DESCRIPTION	AMOUNT
08/10/2021	Lease Payment Due	\$ 688.02
08/10/2021	Tax	\$ 19.81
	TOTAL AMOUNT DUE	\$ 707.83



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When it comes to vehicle financing, you can count on us to answer all your questions at ford.com/finance or through the FordPass™ app.* You can also talk to a customer service representative at 800-727-7000.

Thank you for choosing Ford Credit.

*FordPass App, compatible with select smartphone platforms, is available via download. Message and data rates may apply.

DETACH AND RETURN REMITTANCE COUPON FOR EACH ACCOUNT PAID



FORD CREDIT

Customer Service Center
P.O. Box 542000
Omaha NE 68154-8000

Account Number
Payment Due Date
TOTAL AMOUNT DUE

[REDACTED]
08/10/2021
\$ 707.83

**If Payment Received AFTER
Please Pay**

08/20/2021
\$ 757.83

ENTER TOTAL AMOUNT PAID ABOVE

SEND PAYMENT TO:



Ford Credit
P.O. Box 650575
Dallas TX 75265-0575

RALEIGH NC [REDACTED]



CASE NUMBER: [REDACTED]

STATUS: Resolved

OPEN: 07-13-2021

CLOSED: 07-13-2021

BUSINESS UNIT NAME: Ford

RESPONSE TEAM: Tier 1 Inbound NA CRC

COMMUNICATION: Phone

CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has been to dealer |

DEALER NAME: Waxahachie Ford

PA CODE: 06975

DLR SALES CODE: 52459

REGION: C1

ZONE: C1B

VIN: [REDACTED]

MODEL YEAR: 2021

MODEL: EXPLORER

MILEAGE: 10,062

BODY STYLE: K8G - EXPLORER SPORT 4WD 4-DR

LAST NAME FIRST NAME MIDDLE: | |

ADDRESS:

CITY STATE ZIP COUNTRY: | MA | | USA

HOME PHONE:

SYMPTOMS: Start/Run/Move | Noise | Not Listed | UNKNOWN

ANALYST NAME: Krisbelle Joy Paras

OPEN ANALYST NAME: Krisbelle Joy Paras

COMMENTS:

2021-07-13 20:09:17

Customer says: I have a 2021 Ford Explorer and I am currently at the ford dealer. While driving the car it has a loud noise bend. They took the panel piece of the engine block. I already paid of the car and don't want the car anymore. As per customer, dealer says: N/A CRC Advised: Advised customer to call the selling dealership about his concern and stay in contact with the dealer who's doing the repair. Transfer customer to Waxahachie Ford Tel: (972) 938-0444. Unable to add KB Link due to GCCT issue AAF Article: Truck and Non-Truck Repair Assistance

CASE ATTACHMENTS:

CASE NUMBER: [REDACTED] STATUS: In Progress
OPEN: 07-15-2021 CLOSED: BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Transfer/Redirect | Ford Credit | |
DEALER NAME: [REDACTED]
PA CODE: 05326 DLR SALES CODE: 24012 REGION: S3 ZONE: S3A
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: F-SERIES MILEAGE: 11,625
BODY STYLE: W1C - F150 4X2 SUPERCREW STYLESIDE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Powertrain Malfunction (wrench image) | UNKNOWN
ANALYST NAME: SYSTEM OPEN ANALYST NAME: Rashada Ross

COMMENTS:

2021-07-15 14:43:50 [REDACTED] f150 4 recalls and many mechanical issues. [REDACTED] Customer is looking to end his lease due to the many problems that he has had with his vehicle. He is leasing through FM credit. Cxs transferred him over after talking with him a bit. Next steps resolve Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com | www.ford.com office: 866-631-3788 ext. 79234

2021-07-15 15:21:06 CXS BRITTANY EXT 79276 IBC FROM CUST stating that he wants out of his lease. Advised that that is something that is handled through Ford Credit. Customer states that he just spoke with that dept and they transferred him back. CUST states that he no longer wants the vehicle and wants out of the vehicle CUST would like to submit a buyback added BB template to case NEXT STEPS: Make CXS aware of call and advise to submit BB CXS Brittany Jones Ford Motor Company @ Customer Relationship Center – Truck Team Bjone421@ford.com | www.ford.com Office: 866-631-3788 ext. 79276 Mon-Th and Sat 9:00 AM - 5:30 PM CST

2021-07-15 15:24:45
What specifically is causing the customer to want the vehicle bought back? ENGINE HAS TO BE REPLACED AND OIL LEAKS ON MOTOR BLUE SMOKE
Have you had repairs completed for this concern at multiple dealerships? If yes, obtain names of dealerships and locations. NO. LORENZO FORD HOMESTEAD, FL
Registered owner(s) name(s) for the vehicle? [REDACTED]
State where the vehicle is currently registered? FLORIDA
What was the exact date the vehicle was purchased? 2/3/21
State where the vehicle was purchased? FLORIDA
Name of the dealer where the vehicle was purchased? LORENZO FORD
Is there a current concern with the vehicle? YES ENGINE ISSUES
What is the repair status of the vehicle? NOT REPAIRED CURRENTLY AT DEALER
VEHICLE IS BEING LEASED

2021-07-15 15:25:40 CXS BRITTANY EXT 79276 Reached out to CXS via WebEx Hello IBC from cust transferred back from Ford credit. CUST is wanting to proceed with BB. I have added the BB template to case CXS Brittany Jones Ford Motor Company @ Customer Relationship Center – Truck Team Bjone421@ford.com | www.ford.com Office: 866-631-3788 ext. 79276 Mon-Th and Sat 9:00 AM - 5:30 PM CST

2021-07-15 15:29:49 CXS BRITTANY EXT 79276 VIN [REDACTED]

2021-07-15 18:30:31 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : n/a Home Phone : [REDACTED] Mobile Phone : n/a LTV Score : Vehicle Purchase Status : Subsequent Owner Ford Credit Contract Number : n/a Part Number : n/a Dealer Name : Lorenzo Ford Dealer P&A : 05326 Dealer phone : 3052475112 VIN : [REDACTED] Year : 2021 Make : FORD Model : F-SERIES Mileage : 11626 Engine Specification : 2.7L DOHC 4V DI GT V6 GAS/FFV Transmission Specification : 10 SPD AUTO TRANSMISSION-10R80 Warranty Start Date : 2021-02-02 Open Recall/FSA : 21B08 HEATED MIRROR AND INTEGRATED TRAILER RELAY MODULE (ITRM) REFLASH 21C06 WINDSHIELD GLASS REATTACHMENT ESP : NONE Hotline Contact : YES Warranty History : NONE

2021-07-15 18:33:01 obc to dealer @ 12:41pm 3052475112 No answer at this time message left, Asking SA to open a hotline ticket for the customers concern. obc to Cust Vehicle Concern: - Electrical issues, wrench light, check engine light, misfiring engine, blue smoke cylinder #3 and spark plugs covered in oil. Engine needing to be replaced What the customer is seeking from Ford? - RAV assistance buyback Where is the vehicle located: Dealership Contact: SA Orlando Bravo, Angelo [REDACTED] Does Dealer have a clear path to repair the vehicle: Y new engine covered in LTIS Tech SME Engaged/Parts SME Engaged: Y Share Recommendation utilized: (Y/N) N Plan of action: see the repair through and update the customer on buyback 7/19 AFTER SPEAKING WITH DEALER BY 1PM Next Steps: Contact dlr then customer 7/19 for repair updates Follow-ups: Email Dlr today and F/u 7/19 Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com | www.ford.com office: 866-631-3788 ext. 79234

2021-07-19 14:10:07

OGC/DPS6 VIN LIST RESULTS = NO RETURN

FL
LTV Score : 96
Vehicle Purchase Status : ORG

2021-07-19 14:10:22

Melbourne VLA Nikki made obc to dlr # left a vm for the sa orlando for contact back about the vehicle.

BRT will need the following current/last RO info:

RO number
RO open/close date
RO mileage
Concern
Repair
Rental?

Ford Motor Company ©
Nikita Stephens | Customer VLA Review Team| Ford CX Team

2021-07-19 18:37:20

obc to cust @ 1:33pm There are no updates as of yet on the status of the Buyback. Cxs did ask teh customer if he could allow another call back fro Friday 7/23 by 1pm. Cust agrees. Next steps reach out to dlr and customer by 1pm 7/23 for VLA possibilities if teh BB is denied. Ford Motor Company © Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-07-19 20:19:49

**** SME Specialist Review ****

Case appears to be up to date and on track.

2021-07-20 19:17:22

Melbourne VLA Nikki made obc to dlr # 3052475112 left a vm for the sa orlando for contact back about the vehicle.

BRT will need the following current/last RO info:

RO number
RO open/close date
RO mileage
Concern
Repair
Rental?

Ford Motor Company ©
Nikita Stephens | Customer VLA Review Team| Ford CX Team

2021-07-21 19:19:35

Melbourne VLA Nikki made obc to dlr [REDACTED] left a vm for the sa orlando for contact back about the vehicle.

BRT will need the following current/last RO info:

RO number
RO open/close date
RO mileage
Concern
Repair
Rental?

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Nikita Stephens | Customer VLA Review Team| Ford CX Team

2021-07-21 19:28:58

Melbourne VLA Nikki rec'd an ibc from the sa orlando [REDACTED], dlr adv that the veh is not there at this time. they only have two RO's in the system, one is for PDI and the other is an oil change.

Ford Motor Company ©
Nikita Stephens | Customer VLA Review Team| Ford CX Team

2021-07-21 19:30:40

After review, veh does not meet state guidelines for buyback/replacement criteria for FL

Talking Points:
-Denied GFR
-Review note in milestone
-Focus on getting veh repaired
-Recommend dealer engage hotline for repair assistance

Ford Motor Company ©
Nikita Stephens | Customer VLA Review Team| Ford CX Team

2021-07-23 17:05:48

Setting F/U due to CXS is out. Ford Motor Company © Doris Anderson Customer Experience Specialist dande367ford.com | www.ford.com office: 866-631-3788 ext. 79026

2021-07-26 20:49:23

obc to Dlr @3:44pm To speak with SA Orlando message left @3:48pm no answer. Customer is still seeking repair assistance. Next steps followup with dlr and customer by 4pm 7/29 for a repair timeline. Ford Motor Company © Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-07-27 20:27:25 obc to dealer @3:23pm to get an update on the customers vehicle repair. Message left for the SM @ 3:26pm. Next steps Portal message and contact customer 7/29 by 4pm Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| https://clicktime.symantec.com/36UjtZuazzMSyveheSbMick7Vc?u=www.ford.com office: 866-631-3788 ext. 79234

2021-07-27 20:50:10 Sm states that the car is there at the dealer waiting on a new engine. Just got the approval to replace the engine last week Thursday. [REDACTED] for this case. Rental was retrieved Monday. Rental was retrieved Monday. still waiting on the engine to come in. Customer is in rental currently. SM was saying that they may need help on the Rental if the engine takes too long. CXS advised they will have to open up a dealer case to get rental assistance. SM states he will contact on day 4 for the customer. Next steps update customer on engine update 7/29 by 4pm Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-07-29 17:54:10 3052475112 Parts department agent was not very helpful. Stated that the Parts Manager was a different store today and could not help with any information to progress the case. I did ask that a Copis be opened Transferred to Angelo Extension, message left for a Copis Ticket to be opened. Email sent to Juan SVC MGR @ 12:51pm Good Afternoon, I am emailing today because I am having a hard time contacting the needed parties in reference to this vehicles repair. I am still needing a Copis Ticket opened if the replacement engine will take longer than 10 days to arrive. I am getting no updates when I call either. Can you please assist? I am looking for the days that Ford has promised the engine to arrive. Can we get a Copis ticket so we can help expedite on our end. Your parts manager is not at the dealer today. Thank you. Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-07-29 18:23:50 obc to customer @ 12:54pm to update on no contact but still working diligently to make contact for supposed delivery of engine. Email came back that I sent out. Next steps attempt to contact dlr and customer by 4pm Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-07-29 20:51:13 obc to dealer @ 3:48pm message left for Angelo for status and if we need a copis ticket to be opened. Left my contact information. Next steps contact customer and dealer tuesday 8/3 by 4pm for engine status of arrival Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-07-29 20:53:26 obem to customer @3:53pm I have called the dealer again to get status message left again for [REDACTED] I will await a call back for tomorrow. I am out of the office Monday I will follow-up Tuesday 8/3 by 4pm. Thank you for your patience. Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-07-30 19:15:24 obc to dealer at 12:55pm to speak with SA, SM or SD. Left a Voicemail, detailed. Next steps wait for a call back then start a dealer task by EOD today to assist me with dlr contact to be able to update the customer. Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-07-30 22:29:06 obem to customer @5:28pm Good Afternoon, I was also unsuccessful reach the dealer today. I am doing my best I have asked for further assistance I will follow-up with you by 8/4 by 4 pm with more details that I learn. I appreciate your patience. Thank you Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-08-03 18:14:00 [REDACTED] obc to dealer @ 1:10pm to get any updates on the Part for teh vehicle. I was transferred To Gabriel Voicemail, Message left. Next steps wait for a call back to update the customer by 8/4 by 4pm Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-08-03 20:30:40 913052475112 obc to dlr to speak to PM about the engine arrival. Person answering the phone states that he is at the other store today. No new information gathered. OBC to customer @ 9546685727 -to provide I have had no direct contact but have left several messages, emails. Next steps are to reach out to dealer tomorrow as well, contact customer by 4pm 8/4/21 for updates task created for updates. Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-08-04 14:53:54 obc to Dealership @9:44am Frank will assit me this morning to find the status of the engine that we are waiting on for customers vehicle. Very pleasant this morning. After checking teh status Frank informed me that the new engine has arrived this morning. The engine is still being checked in obc to customer @9:49am no voicemail set up as of yet. No message left I will send the customer an email right away to inform of the status of the engine. Next steps Contact dlr 8/11 for vehicle completion by 3pm Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-08-04 14:59:22 obem to customer @ 9:59am Good Morning, Just checking in a bit early today. I called the dealership and spoke to the Frank the Parts Manager which states that the engine arrived this morning. They can begin working on your vehicle today. I will call you 8/11 by 4pm to follow-up on the status of your vehicle as well as the dealership before then. Thank you for your patience again and letting me assist you. Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-08-04 23:41:33

DXS- Victoria Worthy-vworthy1@ford.com
office: 1-866-631-3788 ext. 79453

DXS Victoria x79453 closed task as CXS agent is progressing case after contact with DLR

Ford Motor Company @
Customer Relationship Center – Dealer Team
Victoria Worthy vworthy1@ford.com | www.ford.com
office: 1-866-631-3788 ext. 79453
Hours: M-F from 10:30 am to 7 pm CST

2021-08-10 16:57:58 cxs cheeckes hotline there is no new information available. Next steps check in with dealer/customer at noon 8/11/21 Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-08-11 15:45:08 obc to dealer @10:41am Message left no updates were given, SM not available. Next steps Contact Customer by EOD Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-08-11 17:25:23 obc to customer @12:12pm which states that he has not heard from the dealership at all. Customer states that he texted the dealer and no one has responded as of yet. obc to dealer at 12:16pm - Jeff Confirmed that the parts are in and vehicle should be finished by Tuesday 8/17. obem to SM jeffm@lorenzoford.com @12:23pm while on phone Here is my email I will email you when I need information. Just verifying that the engine did come in and the vehicle should be ready to go back to work by Monday or Tuesday, Tuesday to be safe Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-08-11 17:26:24 obem to customer @ 12:255pm Updates: The new engine will be installed and tested by Tuesday. Wanting to make sure everything is right before giving it back to you. Thank you for your patience. I will update on Tuesday and see if there is more that I can do for you. Next steps contact dlr/cust 8/17 by 4pm Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-08-17 17:13:39 obem to customer @12:11pm to customer Good Afternoon Osvaldo, Sending the email in case I cannot reach you. Just providing the update on the engine being installed in your vehicle. The Service Manager Jeff Mayorga informed me that the engine is being prepped to go into your vehicle by the end of day today or first thing tomorrow. As long as there are no obstacles your vehicle should be running by the end of day tomorrow. Thanks for hanging in while Ford gets your vehicle back up and running. I will reach out to you tomorrow by 4pm with any new updates. Thank you Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-08-17 17:16:31 919546685727 obc to customer @12:13pm -Provided vehicle updates and customer has stated that the dealer did advise him that the vehicle will be put back together in the next few days. Per SM Jeff I updated the customer that as long as there are no obstacles the vehicle will be ready by eod tomorrow. Next steps reach out to dealer by email and customer by phone by 4pm 8/18/21 Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-08-18 17:21:52 emails between myself and SM Good Afternoon Jeff, Just following up on the status of the engine being put into the customers vehicle. Just reaching out by 3 as you requested. Look forward to hearing back thank you. Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234 From: Jeffrey Mayorga Sent: Tuesday, August 17, 2021 11:18 AM To: Webb, Rashada (R.) Subject: RE: [REDACTED] WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Good afternoon, Working on it Engine being prepped to go in by the end of the day or first thing tomorrow, an dif I don't have any other obstacles should be running by the end of the day tomorrow, but I will keep you informed as we go along tomorrow. please just in case touch base with an email tomorrow by 3:00pm hopefully I will be moved into the new building tomorrow ... Regards, Jeff From: Webb, Rashada (R.) Sent: Monday, August 16, 2021 6:46 PM To: jeffm@lorenzoford.com Subject: RE: [REDACTED] Good Evening Jeff, It is Monday 8/16/2021... I am just following up on the repair status of the vehicle our customer. I know previously you said that the repair could be complete by today or tomorrow. Are we still on schedule? Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| https://clicktime.symantec.com [REDACTED] .ford.com office: 866-631-3788 ext. 79234 From: Webb, Rashada (R.) Sent: Wednesday, August 11, 2021 12:20 PM To: jeffm@lorenzoford.com Subject: [REDACTED] Here is my email I will email you when I need information. J

2021-08-18 20:16:05 Good afternoon Rashada, Engine is in but as such luck during run up the engine light came on prior to road test, got code p118 " engine coolant temp " we are going to check if the issue is within wiring or have to go in and check manifold are to inspect temp sensor. I had the advisor call the customer and let him know also ... Thank you, Jeff – obc to the customer @3:10pm to provide an update as the engine is in and having lights on the vehicle. They will test at the dealer. — New email from dlr @3:11pm Yes I just tried to call as well says mailbox is not set up but I left a message a few days ago. I will email the customer as well, wish I could text. Thank you for the assistance and keeping me informed. Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234 From: Jeffrey Mayorga Sent: Wednesday, August 18, 2021 3:11 PM To: Webb, Rashada (R.) Subject: RE: [REDACTED] My advisor has been trying to reaching out to him but no answer, also mail box is full .. send a text message just in case also. Thank you, Jeff — Next steps email the customer with updates, follow-up on Monday 8/23 by email Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-08-18 20:19:29 obem to customer @3:19pm Good afternoon [REDACTED] As promised I am following up with you about your new engine being installed. It is currently in your vehicle but there are lights on in the dash about your engine coolant Temp. I have tried to call you as well and I am unable to leave a message says mailbox is not set up. I will reach you via email by Monday 8/23 around this time 4:00pm cst. Thank you for your patience. Ford Motor Company @ Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

2021-08-19 17:23:54 ibem from Dlr SM @ 12:17pm From: Jeffrey Mayorga Sent: Thursday, August 19, 2021 12:03 PM To: Webb, Rashada (R.) Subject: RE: [REDACTED] Good afternoon Rashada, The F-150 will be ready for pick up this afternoon towards 5:00pm to 5:30pm, I will let my service advisor know so he can call the customer and let him know also. Thank you, Jeff

2021-08-23 20:53:41

obc to customer @3:37pm Customer states that he wants to trade the vehicle in to the dealer and the dealer does not want to trade in the vehicle for the customer. He states that he wants a diesel truck and bigger with a more reliable engine. _customer states he stayed there all day Saturday and the dealership does not want to do the deal. \$700 is being paid now and is willing to pay the additional amount. Customer no longer wants the vehicle. Cxs advises that I can reach out and ask then update him on the answer. ----- obem to SM @ 3:53pm Hello Jeff, Stated to me that he no longer wants his vehicle. Since the Buyback was denied do you know if your dealership is willing to do a vehicle trade? (VLA) Since the vehicle is so new and he is interested in getting out of the lease and purchasing an F450 in Red from your dealership? Can you please update me on this? Thank you. Ford Motor Company® Customer Relationship Center – Houston Truck Team Customer Experience Specialist Rashada Webb 9:00-5:30pm CST Mon-Friday RWEBB117@ford.com| www.ford.com office: 866-631-3788 ext. 79234

CASE ATTACHMENTS:

CASE NUMBER: C [REDACTED] STATUS: Resolved
OPEN: 07-20-2021 CLOSED: 07-29-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | (CST) Customer SAT Tools |
DEALER NAME: Hagerstown Ford
PA CODE: 01401 DLR SALES CODE: 27463 REGION: N4 ZONE: N4B
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: EXPLORER MILEAGE: 623
BODY STYLE: K8L - EXPLORER KING RANCH 4WD
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | MD | | USA
HOME PHONE:
SYMPTOMS: Driving Performance | Runs Rough | All Running Modes | Always
ANALYST NAME: Xenia Barrientos OPEN ANALYST NAME: SYSTEM
COMMENTS:

2021-07-20 15:05:45 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : None Home Phone : [REDACTED]
Mobile Phone : [REDACTED] LTV Score : 77 Vehicle Purchase Status : Original Owner Ford
Credit Contract Number : None Part Number : None Dealer Name : Hagerstown Ford Dealer P&A : 01401
Dealer phone : 301-733-3673 VIN [REDACTED] Year : 2021 Make : FORD Model : EXPLORER
Mileage : 623 Engine Specification : 3.0L GTDI TC V6 Petrol Transmission Specification : 10 SPD AUTO
TRANSMISSION-10R60 Warranty Start Date : 2021-07-05 Open Recall/FSA : : None ESP : None Hotline
Contact : None Warranty History : None Ford Motor Company @ Xenia Barrientos Dealer Experience
Specialist, Ford CX Team xbarrien@ford.com| www.ford.com Office: 866-631-3788 ext. 79220 Efax: 800-275-0543

2021-07-20 16:01:15 DXS Xenia (79220) made an OBC to dealership (Hagerstown Ford) to the service department. No answer left voicemail for call back. Sent a portal message and email to dealership (Hagerstown Ford) to the SM stating the following information: In order to proceed with review, I will need the dealership to provide the following information requested by 07/27 or I will have to close the case. If you have any questions or concerns please feel free to reach back out. 1) What concern is the vehicle having? 2) What is the ETA of repair completion? 3) How many catastrophic repairs has the vehicle had? (Transmission/engine repairs) Next step: f/u Ford Motor Company @ Xenia Barrientos Dealer Experience Specialist, Ford CX Team xbarrien@ford.com| www.ford.com Office: 866-631-3788 ext. 79220 Efax: 800-275-0543

2021-07-20 18:50:18 DXS Xenia (79220) received a portal message from dealership (Hagerstown Ford) stating the following information: VEHICLE IS IN NEED OF ENGINE REPLACEMENT. ETA OF PARTS LATE OF JULY . VEHICLE WILL NOT DRIVEABLE Sent a portal message to dealership (Hagerstown Ford) stating the following information: Thank you for providing me that information. However, I need the dealership to explain a few more details. How many catastrophic repairs (engine/transmission) has the vehicle had? As in past tense. Ford Motor Company @ Xenia Barrientos Dealer Experience Specialist, Ford CX Team xbarrien@ford.com| www.ford.com Office: 866-631-3788 ext. 79220 Efax: 800-275-0543

2021-07-20 20:27:48 Buyback template information

Ford Motor Company®
Xenia Barrientos
Dealer Experience Specialist, FordCX Team
xbarrien@ford.com|www.ford.com
Office: 866-631-3788 ext. 79220
Efax: 800-275-0543

2021-07-20 20:30:26 DXS Xenia (79220) received a email from dealership (Hagerstown Ford) from Jillian stating the following information: The customer was driving his vehicle when he began to hear a knocking noise. He stopped to check the wheels/tires for debris. When he stopped, he turned the engine off. When he attempted to restart it would not crank. The vehicle was towed to Jerry's Ford in Leesburg VA. They diagnosed it as needing an engine. The vehicle was towed here Friday evening. We have confirmed their findings. The spark plug from cyl 4 has been removed and taped to the strut tower bar. The spark plug is destroyed. We removed the ignition coil from the cylinder and used a borescope to inspect the cylinder and piston. It has had a catastrophic failure and will require a new engine. I have attempted to create a GCR for this vehicle, but unfortunately the VIN is not being recognized. I have ordered a replacement engine under the LTIS program. It is expected to be delivered on Monday the 26th. I hope to be able to have the vehicle completed by next Friday if the engine gets delivered on time. This is the first and only catastrophic failure with this vehicle that I am aware of, but with 623 miles, the customer is obviously upset and concerned about the vehicle moving forward. Sent a email to dealership (Hagerstown Ford) to Jillian stating the following information: Thank you for that information. I will submit the VLA request. I am hoping to have an update within 3-5 business days. Once I do get an update I will reach back out to your dealership. Ford Motor Company @ Xenia Barrientos Dealer Experience Specialist, Ford CX Team xbarrien@ford.com| www.ford.com Office: 866-631-3788 ext. 79220 Efax: 800-275-0543

2021-07-21 16:22:51 Melbourne BRT Alex, Ext. 77789: Please do NOT open, initiate nor work on the GFR activity. This is exclusive for the SBHT.

2021-07-21 16:34:21 Melbourne BRT Alex, Ext. 77789: [REDACTED] MD Checked historical and VIN status: None Melbourne BRT Alex 77789 made OBC to DLR @ 301-733-3673. BRT spoke with Gillian (she) in service. BRT was advised of the following: RO [REDACTED] RO open/close dates: 7/19/2021 Mileage in: 623 miles Concern: Veh will not start nor drive, veh was towed in. Repair: Replace the Long block. Parts are expected to arrive next week but, all the technicians are busy with other jobs so, it might take a feel weeks to get the vehicle in the shop for the repair. Has the vehicle been modified in any way? - Rental/Loaner: Yes, rental.

2021-07-21 16:48:25 Melbourne BRT Alex, Ext. 77798: Vehicle does not meet criteria for VLA After review, vehicle does not meet State guidelines for buyback/replacement criteria for MD.

2021-07-27 12:39:56

DXS Xenia (██████) sent a portal message and email to dealership (Hagerstown Ford) to the SM stating the following information: After review, I want to advise that the customer does not qualify for VLA due to vehicle is not repaired nor repairs will be completed within 15 days. Vehicle does not meet criteria for buyback due to vehicle does not meet State requirements for repurchase or replacement for MD. As vehicle does not satisfy for days down or repair attempts. Another review can be conducted once the vehicle is repaired or at least the repairs have started. If you have any type of questions or concerns please feel free to reach back out however, i will have to close the case by 7/29 if I do not get a response. Next step: F/U Ford Motor Company © Xenia Barrientos Dealer Experience Specialist, Ford CX Team xbarrien@ford.com| www.ford.com Office: 866-631-3788 ext. 79220 Efax: 800-275-0543

2021-07-29 14:22:03

DXS Xenia (79220) will close out case due to dealership being advised that VLA was denied due to vehicle is not repaired nor repairs will be completed within 15 days. Another review can be conducted once the vehicle is repaired or at least the repairs have started. Next step: Close case Ford Motor Company © Xenia Barrientos Dealer Experience Specialist, Ford CX Team xbarrien@ford.com| www.ford.com Office: 866-631-3788 ext. 79220 Efax: 800-275-0543

CASE ATTACHMENTS:
2021-07-20 20:27:48

Xenia Barrientos

[thumbnail_image.png](#)

Please provide the following information to proceed with further review:

Customer Information Name(s) on the Title: [REDACTED]

Enter the owner's name as it appears on the [REDACTED]

Complete Address: [REDACTED]

Enter City, St. Zip Code Cumberland

Email Address: [REDACTED]

Customer is Select purchasing or leasing the vehicle

Vehicle Information

VIN: Enter VIN Current [REDACTED]

Mileage: Enter mileage 28

Ownership Status: Select New, Used, or CPO

Purpose of vehicle: Select personal or business

Are vehicles registered to the business. (If yes to business)

If Used

Purchase Date: Enter month, date, and year. 7/5/2021

Exact Mileage at Purchase: Enter mileage. Do not round up or down. 28

State Information

State Where Purchased: Enter State MD

State Where Registered: Enter State MD

Dealer Information

Purchased from Dealer? Select Yes or No

Dealership (if yes): Enter name Hagerstown Ford

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 07-21-2021 CLOSED: 09-09-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Buyback Request | Non-California Vehicle |
DEALER NAME: Superior Ford Inc
PA CODE: 05168 DLR SALES CODE: 23641 REGION: C3 ZONE: C3C
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: F-SERIES MILEAGE:
BODY STYLE: W1E - F150 4X4 SUPERCREW STYLESIDE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | OK | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Starting | No Crank | Always
ANALYST NAME: Silvino Valderas OPEN ANALYST NAME: Andrew Mgbolu
COMMENTS:
2021-07-21 14:48:43

Case Number : [REDACTED]
Customer : [REDACTED]
Business Phone : [REDACTED]
Home Phone : [REDACTED]
Mobile Phone : n/a
LTV Score : 92
Vehicle Purchase Status : Original Owner
Ford Credit Contract Number : n/a
Part Number : n/a
Dealer Name : Superior Ford Inc
Dealer P&A : 05168
Dealer phone : [REDACTED]
VIN : [REDACTED]
Year : 2021
Make : FORD
Model : F-150
Mileage : 1020
Engine Specification : 2.7L DOHC 4V DI GT V6 GAS/FFV
Transmission Specification : 10 SPD AUTO TRANSMISSION-10R80
Warranty Start Date : 2021-04-17
Open Recall/FSA:NO CAMPAIGN MESSAGE(S) FOUND
ESP :

NO ESP INFORMATION AVAILABLE

Hotline Contact : n/a
Warranty History : none.

Andrew Mgbolu/Ext.79714/amgbolu@ford.com:

IBC from Customer: [REDACTED]
Email: [REDACTED]
ZIPCODE: 74965
Phone number: [REDACTED]
• Vehicle make: FORD
• Model: F-150 XL SERIES
• year : 2021
• VIN: [REDACTED]
• Mileage: 1020 miles

- Customer's concern/Inquiry: Engine replacement, no eta on when engine will arrive. Customer wants a buyback.
- Is the car currently at the dealer: yes
- Is the car drivable: no
- How long has the car been down for: 9 days. July 12/21

OBC to DLR
• Dealer information: SUPERIOR FORD
• Service Advisor: ALEX
Phone: 4795246468
DLR advice: Engine is locked, need new engine
Service Advisor not available for more information.
DLR advised they have no rentals/loaner available for a month.

• What you advised the customer: I advised customer I will be working with the DLR to get the part and vehicle fixed. In the mean time, FORD will also go ahead and conduct a good faith review of your vehicle repair history and will provide you with a decision based on your state guide lines within 5 business days.

- Any next steps: Follow up set for 7/27/21 for update on buyback decision.

Ford Motor Company ®
Andrew Mgbolu
Customer Experience Specialist, Ford CX Team
amgbolu@ford.com | www.ford.com
Hours: Mon – Fri 8:30am - 5:00pm
Office: 866-631-3788 ext. 79714

2021-07-22 16:13:38

Melbourne SBHT Rosemary, Ext. 77771. Checked historical and VIN status: None

2021-07-22 16:44:42

Melbourne SBHT Rosemary, Ext. 77771 made OBC to DLR @ [REDACTED]. Asked Yvonne to speak w/SA Alex. Left message w/contact info and a request to return my call. SM Ryan (rstewart@drivesuperior.com) returned my call and provided the following information. This customer has requested a Buyback review from Ford. Do you have a moment to please provide the following information? Is the vehicle there at this time? Yes RO #: [REDACTED] RO open/close dates: 7/12/21 @ 5:05 pm How many days has it actually been down at the dealership? The whole time Mileage: 1,020 Concern: CS died while driving, had it towed in. Starter in a single click. Checked dip stick, no oil in the filter. Oil pump gave up Repair: Engine is locked, needs new engine. Rental/Loaner: No loaner. (CXS will assist him with rental). Ford Motor Company ® Rosemary M. Badillo | Specialized Buyback Handling Team Specialist, Ford CX Team

2021-07-22 16:57:39

Melbourne SBHT Rosemary, Ext. 77771: After review, at this time Ford does not believe the vehicle qualifies for repurchase/replacement for OK. Talking Points: -Denied GFR -Review notes in milestone -Focus on getting vehicle repaired Ford Motor Company ® Rosemary M. Badillo | Specialized Buyback Handling Team Specialist, Ford CX Team

2021-07-28 21:11:49

Andrew Mgbolu/Ext.79714/amgbolu@ford.com:

OBC to Customer: [REDACTED]
Email: [REDACTED]
ZIPCODE: [REDACTED]
Phone number: [REDACTED]

Update customer on the Buyback request decision which is DENIED.

Customer wants to speak with a supervisor. I advised the customer supervisors cannot overturn buyback decisions and they use the same resources as me.

OBC to DLR
• Dealer information: SUPERIOR FORD
• Service manager: Ryan Stewart.
Phone: 4795246468

Called DLR, Service manager in charge of case is not available.

next steps: follow up set for 8/3/21 safety-net for supervisor escalation.

Ford Motor Company ®
Andrew Mgbolu
Customer Experience Specialist, Ford CX Team
amgbolu@ford.com | www.ford.com
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2021-07-28 22:46:29

((Sup Escalation))
CLV 92

Lead CXS contacted delegate [REDACTED]. Cust stated that he wants BB decision overturned. Cust need as loaner vehicle for the elderly couple that owns the vehicle. Vehicle has been in dealership for over a month.

BB was denied due to the weight of the vehicle being over the weight limit. (Ford CRC can not submit another BB because of denial decision)

Lead CXS advised customer the bb decision can not be overturned. A lemon law decision is based on his state (OK). I offered the customer rental assistance for 10 days @ \$60 a day. (check and see if dealer can provide loaner through (IWL)

CXS Andrew next steps//
Contact customer dealer and ask for options regarding a trade out for customer's vehicle/ Ask if they can provide cust with a loaner (IWL). Send Lemon Law Summaries via email for the state of (OK) to customer. Advise customer of options and re-state we can provide loaner assistance for \$60 a day for 10 days. (customer has to rent veh and we will reimburse after the 10 day period)

Delisa Taylor
Truck-Lead Customer Experience Specialist
Ford Motor Company

2021-08-03 19:25:14

Andrew Mgbolu/Ext.79714/amgbolu@ford.com:

OBC to DLR

- Dealer information: SUPERIOR FORD
- Service manager: Ryan Stewart.
Phone: 4795246468

DLR advice: Service manager RYAN STEWART is busy at the time. Left a voice message and contact info.
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Andrew Mgbolu
Customer Experience Specialist, Ford CX Team
amgbolu@ford.com | www.ford.com
Hours: Mon – Fri 8:30am - 5:00pm
Office: 866-631-3788 ext. 79714

2021-08-03 19:29:24

Andrew Mgbolu/Ext.79714/amgbolu@ford.com:

OBC to [REDACTED]
Phone: [REDACTED]

Called the customer and he says he is in a meeting that he will call back.

Next steps: set follow up for 8/10/21
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Andrew Mgbolu
Customer Experience Specialist, Ford CX Team
amgbolu@ford.com | www.ford.com
Hours: Mon – Fri 8:30am - 5:00pm
Office: 866-631-3788 ext. 79714

2021-08-03 19:59:31

JanelNewman/79791/jnewma61@ford.com Ryan SM from dealership is trying to get in contact with cxs agent Andrew advising extension is not working emailed cxs agent and provided sm extension Ford Motor Company ® Customer Relationship Center – Truck Team Janel Newman jnewma61@ford.com |www.ford.com office: 1-866-631-3788 ext. 79791

2021-08-10 16:32:23

Andrew Mgbolu/Ext.79714/amgbolu@ford.com:

OBC to DLR

- Dealer information: SUPERIOR FORD
- Service manager: Ryan Stewart.
Phone:479-595-3217

SM advised that the part is now available. He also advised that the customer is currently in a loaner and his team at the DLR is about to begin work on the vehicle.
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Andrew Mgbolu
Customer Experience Specialist, Ford CX Team
amgbolu@ford.com | www.ford.com
Hours: Mon – Fri 8:30am - 5:00pm
Office: 866-631-3788 ext. 79714

2021-08-10 16:35:40

Andrew Mgbolu/Ext.79714/amgbolu@ford.com:

OBC to [REDACTED]
Phone: [REDACTED]

called customer, no answer. Left voice message.

follow up set to update customer. 8/16/21 Ford Motor Company ®
Andrew Mgbolu
Customer Experience Specialist, Ford CX Team
amgbolu@ford.com | www.ford.com
Hours: Mon – Fri 8:30am - 5:00pm
Office: 866-631-3788 ext. 79714

2021-08-16 16:43:11

Andrew Mgbolu/Ext.79714/amgbolu@ford.com:

OBC to DLR
• Dealer information: SUPERIOR FORD
• Service manager: Ryan Stewart.
Phone: 479-595-3217

The DLR says the vehicle has been fixed and it is currently drive-able. but it is going through testing right now to make sure.

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Customer Experience Specialist, Ford CX Team
amgbolu@ford.com | www.ford.com
Hours: Mon – Fri 8:30am - 5:00pm
Office: 866-631-3788 ext. 79714

2021-08-16 16:47:22

Andrew Mgbolu/Ext.79714/amgbolu@ford.com:

OBC to [REDACTED]
Phone: [REDACTED]

Called the delegate and updated him on the repair status of the customer's vehicle. Vehicle repair is complete but still under going testing.

follow up set for 8/20/21
Ford Motor Company ®
Andrew Mgbolu
Customer Experience Specialist, Ford CX Team
amgbolu@ford.com | www.ford.com
Hours: Mon – Fri 8:30am - 5:00pm
Office: 866-631-3788 ext. 79714

2021-08-17 17:01:36

((Case Progression Audit)))

Repair is complete; Vehicle is undergoing more testing.. case is progressed correctly.
Case should closed before Aged on 8/21.

Delisa Taylor
Truck-Lead Customer Experience Specialist
Ford Motor Company

2021-08-20 19:54:54

Andrew Mgbolu/Ext.79714/amgbolu@ford.com:

OBC to DLR
• Dealer information: SUPERIOR FORD
• Service manager: Ryan Stewart.
Phone: 479-595-3217

Service Manager Ryan Confirmed the customer's repair has been completed and the customer picked up the vehicle on Wednesday.

Ford Motor Company ®
Andrew Mgbolu
Customer Experience Specialist, Ford CX Team
amgbolu@ford.com | www.ford.com
Hours: Mon – Fri 8:30am - 5:00pm
Office: 866-631-3788 ext. 79714

2021-08-20 20:57:09

Andrew Mgbolu/Ext.79714/amgbolu@ford.com:

OBC to MIKE (delegate)
Phone: 4794308316
[REDACTED]

I called the delegate to inform him that the vehicle has been repaired and the customer has picked up their vehicle.

OBC to Customer: [REDACTED]
Called the customer to verify their vehicle has been picked up, and made a goodwill offer. The customer wants vehicle payment reimbursement for vehicle downtime.

I advised the customer to send me the most recent vehicle payment correspondence to my email.

follow up set for 8/26/21 to process vehicle payment reimbursement.

Ford Motor Company ®
Andrew Mgbolu
Customer Experience Specialist, Ford CX Team
amgbolu@ford.com | www.ford.com
Hours: Mon – Fri 8:30am - 5:00pm
Office: 866-631-3788 ext. 79714

2021-08-24 18:19:37

A-TEAM AUDIT
Damita Norwood
EXT 79310
dnorwoo8@ford.com

Case progression on track.

****DO NOT COMPLETE AUDIT TASK UNTIL CXS IS ACTIVELY RESOLVING CASE****

Ford Motor Company ®
Damita Norwood
Customer Experience Specialist, Ford CX A-Team
dnorwoo8@ford.com | www.ford.com
Office: 866-631-3788 EXT 79310
Hours: Mon-Fri 8:00 AM-4:30 PM CST

2021-08-26 17:24:30

Andrew Mgbolu/Ext.79714/amgbolu@ford.com:

OBC to Customer: [REDACTED]
EMAIL: [REDACTED]
Phone: [REDACTED]

Called the customer to start the vehicle payment reimbursement process and complete the ESP offer as well. vehicle payment correspondence has been received.

Customer was offered a maintenance plan that covers up to 45000/36 months.

At this time the request has been transmitted for approval.

Follow up set for 9/1/2021 to see if ESP is on Oasis

Ford Motor Company ®
Andrew Mgbolu
Customer Experience Specialist, Ford CX Team
amgbolu@ford.com | www.ford.com
Hours: Mon – Fri 8:30am - 5:00pm
Office: 866-631-3788 ext. 79714

2021-09-01 20:05:09

ESP not on Oasis

follow up set for update 9/8/21

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Andrew Mgbolu
Customer Experience Specialist, Ford CX Team
amgbolu@ford.com | www.ford.com
Hours: Mon – Fri 8:30am - 5:00pm
Office: 866-631-3788 ext. 79714

2021-09-02 15:03:12

A-TEAM AUDIT Damita Norwood EXT 79310 dnorwoo8@ford.com ***A-TEAM AUDIT*** Next Steps:
•Check VOR accuracy - CXS Need to update the VOR off road date and DATE BACK ON ROAD DATE for case accuracy ****DO NOT COMPLETE AUDIT TASK UNTIL CXS IS ACTIVELY RESOLVING CASE**** Ford Motor Company ® Damita Norwood Customer Experience Specialist, Ford CX A-Team dnorwoo8@ford.com | www.ford.com Office: 866-631-3788 EXT 79310 Hours: Mon-Fri 8:00 AM-4:30 PM CST

2021-09-07 15:05:57

A-TEAM AUDIT Damita Norwood EXT 79310 dnorwoo8@ford.com ***A-TEAM AUDIT*** Next Steps:
ESP is now under VIN •Check VOR accuracy - Safety net case for closure. **DO NOT COMPLETE AUDIT
TASK UNTIL CXS IS ACTIVELY RESOLVING CASE** Ford Motor Company © Damita Norwood Customer
Experience Specialist, Ford CX A-Team dnorwoo8@ford.com| www.ford.com Office: 866-631-3788 EXT
79310 Hours: Mon-Fri 8:00 AM-4:30 PM CST

2021-09-07 22:50:19

(((Aged Case Progression Audit 9/7)))

ESP is now active in Oasis:
(0995 - USA 2021 LIMITED MAINT 36/45K-5K INTERVAL)
CX Andrew next steps//
Contact customer and advise ESP is active and ready to use/ SN case for closure

Delisa Taylor
Truck-Lead Customer Experience Specialist
Ford Motor Company

2021-09-08 16:15:38

Andrew Mgbolu/Ext.79714/amgbolu@ford.com:

OBC to Customer: [REDACTED]
Phone: [REDACTED]

Called the customer and advised that the ESP that was offered is active and ready to use.

Next Step: Safety-net to close
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Customer Experience Specialist, Ford CX Team
amgbolu@ford.com | www.ford.com
Hours: Mon – Fri 8:30am - 5:00pm
Office: 866-631-3788 ext. 79714

2021-09-08 22:03:59

(((Safety Net)))

Clear to close case

Delisa Taylor
Truck-Lead Customer Experience Specialist
Ford Motor Company

2021-09-08 22:33:21

Good Faith review still active.

CASE ATTACHMENTS:

2021-07-21 15:02:48

Andrew Mgbolu

[Buyback Request LEONA HAMILTON.docx](#)

2021-08-26 17:24:30

Andrew Mgbolu

[Hamilton Monthly Payment.jpg](#)



Your Account Information

Account Number [REDACTED]
 Vehicle Description [REDACTED]
 VIN [REDACTED]

Statement Date 07/26/2021
 Payoff Amt \$ 27,460.02 08/17/2021

Customer Service Center 1-800-727-7000
 Hours of Operation Mon-Fri 7am - 8pm CST
 Sat 7am - 5pm CST
 Website Address ford.com/finance

Refer to next page for additional contact information and Important Notices.

Your Transaction(s) Since Last Statement

DATE	DESCRIPTION	AMOUNT
07/16/2021	Payment Received - Thank you!	\$ 551.95
	Principal	\$ 415.42
	Interest	\$ 136.53

Payments received after statement date are not reflected.

Your Amount(s) Due

DATE	DESCRIPTION	AMOUNT
08/17/2021	Payment Due	\$ 551.95
	TOTAL AMOUNT DUE	\$ 551.95



Never worry about forgetting a car payment.

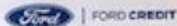
Enroll in Automatic Payment.

You've got a lot going on. Let us help make your life easier. Sign up for automatic payments today and relax. Visit Account Manager on ford.com/finance to enroll.

EASILY CHANGE YOUR PAYMENT DUE DATE

Just go to accountmanager.ford.com, log in to Account Manager and click the "Change Due Date" button.

DETACH AND RETURN REMITTANCE COUPON FOR EACH ACCOUNT PAID



FORD CREDIT
Customer Service Center
P.O. Box 542000
Omaha NE 68154-8000

Account Number [REDACTED]
Payment Due Date 08/17/2021
TOTAL AMOUNT DUE \$ 551.95

If Payment Received AFTER Please Pay 08/27/2021 \$ 593.35

ENTER TOTAL AMOUNT PAID ABOVE

SEND PAYMENT TO:

Ford Credit
P.O. Box 650575
Dallas TX 75265-0575

WESTVILLE OK [REDACTED]

CASE NUMBER: [REDACTED] STATUS: Resolved
OPEN: 07-22-2021 CLOSED: 08-02-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Dealer NA CRC COMMUNICATION: Web
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Vehicle Loyalty Allowance |
DEALER NAME: Courtesy Ford
PA CODE: 07301 DLR SALES CODE: 44555 REGION: G4 ZONE: G4D
VIN: [REDACTED] MODEL YEAR: 2021 MODEL: EDGE MILEAGE: 3,553
BODY STYLE: K4A - EDGE AWD ST
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | PA | | USA
HOME PHONE:
SYMPTOMS: Comfort & Entertainment | Audio | Display/Multifunction | Inoperative
ANALYST NAME: Donita Gould OPEN ANALYST NAME: SYSTEM

COMMENTS:

- 2021-07-22 20:07:51 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : [REDACTED]
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 93 Vehicle Purchase Status : Original
Owner Ford Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : Courtesy Ford Dealer P&A : 07301
Dealer phone : 8149423000 VIN : [REDACTED] Year : 2021 Make : FORD Model : EDGE Mileage : 4647
Engine Specification : 2.7L DOHC 4V DI GT V6 GAS Transmission Specification : 8 Speed Auto
Transmission 8F57 Warranty Start Date : 2021-03-05 Open Recall/FSA : None ESP : None Hotline Contact :
N/A Warranty History : Yes, but doesn't pertain to the matter at hand.
- 2021-07-23 19:14:09 Case Number : [REDACTED] Customer : [REDACTED] Business Phone : 8145852166
Home Phone : [REDACTED] Mobile Phone : [REDACTED] LTV Score : 93 Vehicle Purchase Status : Original
Owner Ford Credit Contract Number : [REDACTED] Part Number : [REDACTED] Dealer Name : Courtesy Ford Dealer P&A : 07301
Dealer phone : [REDACTED] VIN : [REDACTED] Year : 2021 Make : FORD Model : EDGE Mileage : 3553
Engine Specification : 2.7L DOHC 4V DI GT V6 GAS Transmission Specification : 8 Speed Auto
Transmission 8F57 Warranty Start Date : 2021-03-05 Open Recall/FSA : ESP : Hotline Contact : 08/28/21
V44 POWERTRAIN MALFUNCTION 04/05/21 V52 DRIVEABILITY 04/13/21 V52 DRIVEABILITY metal shavings in intake
Warranty History : 03/31/21 REMOVED CHARGE AIR COOLER TO CLEAN AND INSPECT FOR OIL AND COOLANT CONTAMINATION. CLEANED EXHAUST FLEX PIPES AND REPLACED LEFT HAND CATALYTIC CONVERTER AND UPSTREAM O2 SENSOR DUE TO OIL CONTAMINATION PER TECHNICAL SUPPORT REQUEST 118051198. 03/31/21 CONFIRMED CUSTOMER COMPLAINT OF ENGINE SHUTTING OFF WHILE DRIVING. CONFIRMED ENGINE WOULD NOT CRANK WITH STARTER. ATTEMPTED TO TURN ENGINE BY HAND AND DETERMINED ENGINE WAS SEIZED. OBSERVED COOLANT TANK WAS EMPTY. DRAINED ENGINE OIL AND OBSERVED COOLANT PRESENT IN OIL. REPLACED ENGINE LONG BLOCK ASSEMBLY AND ALL ONE TIME USE PARTS. REMOVED INTAKE MANIFOLD AND OBSERVED VALVE STEM PRESENT IN CYLINDER 4 INTAKE PORT. REPLACED INTAKE MANIFOLD DUE TO METAL CONTAMINATION. CLEANED TURBO CHARGERS AND REPLACED TURBO CHARGER OIL SUPPLY TUBES AND FILTER SCREENS. FILLED ENGINE WITH NEW OIL, TOPPED OFF TRANSMISSION AND POWER TRANSFER UNIT TO PROPER LEVELS. VACUUM FILLED COOLING SYSTEM WITH NEW YELLOW COOLANT AND CHARGED AC SYSTEM WITH 1.31 LBS. OF R-1234YF REFRIGERANT. DROVE VEHICLE AND OBSERVED NORMAL OPERATION OF ALL SYSTEMS AT THIS TIME. PERFORMED LOW TIME IN SERVICE ENGINE REPLACEMENT 03/31/21 rental 06/06/211878# [REDACTED]
- 2021-07-23 19:27:45 Charles Jones/Ext79454/cjone649@Ford.com OBC to DLR (8149423000) Courtesy Ford DXS Charles OBC to DLR Service Dept. Courtesy Ford DXS spoke with Scott SA and wanted to transfer me to Jason SM who stated part has not come in yet Purchasing Bought 300 engine blew and went Screen freeze apim - DLR was not sure of the concerns or when they happened DXS set follow up - EM/PM sent - Next Step Follow Up 07/26/2021 We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company © Charles Jones Dealer Experience Specialist, Ford DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM -
- 2021-07-23 19:28:31 DXS [REDACTED] OBE [REDACTED] Good Afternoon, [REDACTED] my name is [REDACTED] I am emailing you about VLA or trade assistance request. - 1.Is the vehicle repaired? 2.Is the customer concern Safety or Catastrophic Failure? 3.How many times has the customer experienced the vehicle concerns. Date , mileage, and concern details/Description? 4.The questions below are essential for case progression and in need you to partner with me and provide answers for consideration in the process of determining the eligibility of the vehicle for trade assistance or buyback. Buyback information below. Customer Information Name(s) on the Title: Enter the owner's name as it appears on the title. Address: Enter Street Number Street Name Apt, Suite Enter City, ST, Zip Code Email Address: Enter Email Address Customer is Select purchasing or leasing the vehicle. Vehicle Information VIN: Enter VIN Current Mileage: Enter mileage Ownership Status: Select New, Used, or CPO Purpose of vehicle: Select personal or business # vehicles registered to the business. (If yes to business) Purchase Date: Enter month, date, and year. Exact Mileage at Purchase: Enter mileage. Do not round up or down. State Information State Where Purchased: Enter State State Where Registered: Enter State Dealer Information Purchased from Dealer? Select Yes or No Dealership (if yes): Enter the name of the dealership. Primary Reason for Repurchase: Enter primary reason the customer wants the vehicle repurchased. I will leave the case open for correspondence from you and if there are no attempts completed on or before next follow up case will resolve and close due to no communication to determine if our resolution meets the area of concern. Next Step Follow up 07/26/2021
- 2021-07-23 19:28:50 We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company © Charles Jones Senior Dealer Experience Specialist, Ford DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM

2021-07-23 19:30:07 OBPM Good Afternoon, [REDACTED], my name is [REDACTED]. I am emailing you about VLA or trade assistance request. - 1.Is the vehicle repaired? 2.Is the customer concern Safety or Catastrophic Failure? 3.How many times has the customer experienced the vehicle concerns. Date, mileage, and concern details/Description? 4.The questions below are essential for case progression and in need you to partner with me and provide answers for consideration in the process of determining the eligibility of the vehicle for trade assistance or buyback. Buyback information below. Customer Information Name(s) on the Title: Enter the owner's name as it appears on the title. Address: Enter Street Number Street Name Apt, Suite Enter City, ST. Zip Code Email Address: Enter Email Address Customer is Select purchasing or leasing the vehicle. Vehicle Information VIN: Enter VIN Current Mileage: Enter mileage Ownership Status: Select New, Used, or CPO Purpose of vehicle: Select personal or business # vehicles registered to the business. (If yes to business) Purchase Date: Enter month, date, and year. Exact Mileage at Purchase: Enter mileage. Do not round up or down. State Information State Where Purchased: Enter State State Where Registered: Enter State Dealer Information Purchased from Dealer? Select Yes or No Dealership (if yes): Enter the name of the dealership. Primary Reason for Repurchase: Enter primary reason the customer wants the vehicle repurchased. I will leave the case open for correspondence from you and if there are no attempts completed on or before next follow up case will resolve and close due to no communication to determine if our resolution meets the area of concern. Next Step Follow up 07/26/2021 We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company ®

2021-07-26 20:48:43 DXS-Needa | ext. 79087 | dgould21@ford.com | Hrs. Of Oper. 7:00am-3:30pm cst. DXS Needa, per portal message DXS Charles, we are still waiting on dlr to submit the needed information. Please note that I only speak with the dealership, I ask that you do not provide my contact information to the customer. Should the customer need to speak with someone have the customer contact our customer service line at 800-392-3673. Thank you for your partnership. **UPDATE** (Please review EFC08751 to ensure you are submitting for rentals the updated way, see page 19 in the reference guide.) We appreciate the opportunity to serve you and for being a Loyal Ford partner. **Next Step: F/U on 7/27 Ford Motor Company @ DXS Donita Gould Dealer Experience Specialist, Ford DXS Team Dgould21@ford.com | www.ford.com Office: 866-631-3788 ext. 79087 e-fax # 888.276.8122

2021-07-26 20:52:55 Charles Jones/Ext79454/cjone649@Ford.com OBC to DLR [REDACTED] Courtesy Ford DXS Charles OBC to DLR Service Dept. Courtesy Ford DXS spoke with Scott SA and wanted to transfer me to Jason SM vm - DXS left message of action EM/PM sent - Next Step Resolve Case We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company @ Charles Jones Dealer Experience Specialist, Ford DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM -

2021-07-26 20:55:38 OBPM Good Afternoon, [REDACTED], my name is [REDACTED]. I am emailing you about VLA or trade assistance request. Next Step Resolve Case - case can be re-opened in next 30 days when the information has been provided. If you believe you need more time submit a new case when you are available to partner. 1.Is the vehicle repaired? 2.Is the customer concern Safety or Catastrophic Failure? 3.How many times has the customer experienced the vehicle concerns. Date, mileage, & concern details/Description? 4.The questions below are essential for case progression and in need you to partner with me and provide answers for consideration in the process of determining the eligibility of the vehicle for trade assistance or buyback. Buyback information below. Customer Information Name(s) on the Title: Enter the owner's name as it appears on the title. Address: Enter Street Number Street Name Apt, Suite Enter City, ST. Zip Code Email Address: Enter Email Address Customer is Select purchasing or leasing the vehicle. Vehicle Information VIN: Enter VIN Current Mileage: Enter mileage Ownership Status: Select New, Used, or CPO Purpose of vehicle: Select personal or business # vehicles registered to the business. (If yes to business) Purchase Date: Enter month, date, and year. Exact Mileage at Purchase: Enter mileage. Do not round up or down. State Information State Where Purchased: Enter State State Where Registered: Enter State Dealer Information Purchased from Dealer? Select Yes or No Dealership (if yes): Enter the name of the dealership. Primary Reason for Repurchase: Enter primary reason the customer wants the vehicle repurchased. I will leave the case open for correspondence from you and if there are no attempts completed on or before next follow up case will resolve and close due to no communication to determine if our resolution meets the area of concern. We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company

2021-07-26 20:57:00 OBE Good Afternoon, [REDACTED], my name is [REDACTED]. I am emailing you about VLA or trade assistance request. I will now follow the next step in the process. Next Step Resolve Case - Case can be re-opened once the questions have been answered. You have 30 days from today's date and if you need more time submit a new case in the period of time you believe will be most productive. Thank you for all you do. - 1.Is the vehicle repaired? 2.Is the customer concern Safety or Catastrophic Failure? 3.How many times has the customer experienced the vehicle concerns. Date, mileage, and concern details/Description? 4.The questions below are essential for case progression and in need you to partner with me and provide answers for consideration in the process of determining the eligibility of the vehicle for trade assistance or buyback. Buyback information below. Customer Information Name(s) on the Title: Enter the owner's name as it appears on the title. Address: Enter Street Number Street Name Apt, Suite Enter City, ST. Zip Code Email Address: Enter Email Address Customer is Select purchasing or leasing the vehicle. Vehicle Information VIN: Enter VIN Current Mileage: Enter mileage Ownership Status: Select New, Used, or CPO Purpose of vehicle: Select personal or business # vehicles registered to the business. (If yes to business) Purchase Date: Enter month, date, and year. Exact Mileage at Purchase: Enter mileage. Do not round up or down. State Information State Where Purchased: Enter State State Where Registered: Enter State

2021-07-26 20:57:10 State Where Purchased: Enter State State Where Registered: Enter State Dealer Information Purchased from Dealer? Select Yes or No Dealership (if yes): Enter the name of the dealership. Primary Reason for Repurchase: Enter primary reason the customer wants the vehicle repurchased. We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company @ Charles Jones Senior Dealer Experience Specialist, Ford DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM

2021-07-27 15:36:48 DXS-Needa | ext. 79087 | dgould21@ford.com | Hrs. Of Oper. 7:00am-3:30pm cst. DXS Needa, made OBC to SM Jason w/Courtesy Ford @ 814.942.30000. Lvm, advising that I am needing additional information as to the concern of the vehicle. Please note that I only speak with the dealership, I ask that you do not provide my contact information to the customer. Should the customer need to speak with someone have the customer contact our customer service line at 800-392-3673. Thank you for your partnership. **UPDATE** (Please review EFC08751 to ensure you are submitting for rentals the updated way, see page 19 in the reference guide.) We appreciate the opportunity to serve you and for being a Loyal Ford partner. **Next Step: F/U on 7/29 Ford Motor Company @ DXS Donita Gould Dealer Experience Specialist, Ford DXS Team Dgould21@ford.com | www.ford.com Office: 866-631-3788 ext. 79087 e-fax # 888.276.8122

2021-07-27 16:01:46 IBE From: Jason Miller Sent: Tuesday, July 27, 2021 10:44 AM To: Jones, Charles (C.) Subject: Re: CAS-32570848-T6Y2T9 WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. Yes vehicle is repaired safety issue screen would not respond Multiple times customer has taking to another Ford garage they couldn't duplicate it, that garage would know the dates and times. 2 [REDACTED] HYNDMAN, PA [REDACTED] BOUGHT VEHICLE NEW PURCHAS DATE: 03/05/2021 10 MILES WHEN BOUGHT PERSONAL BOUGHT IN PA HERE @ COURTESY FORD WAS BROUGHT HERE ON 6/7/2021 @ 3553 MILES FOR SAME ISSUE - COULD NOT VERIFY AT THAT TIME.

2021-07-27 16:04:27 DXS Charles OBE [REDACTED] Good Morning, [REDACTED], thank you for your response. I have added your response to the case notes and [REDACTED] the case manager for your case will respond shortly. Thank you We appreciate the opportunity to serve you and for being a Loyal Ford partner. Ford Motor Company @ Charles Jones Senior Dealer Experience Specialist, Ford DX Team cjone649@ford.com/www.ford.com (866) 631-3788 x 79454 e-fax- 866-259-5507 Mon-Fri 7:30AM-4:00PM

2021-07-27 20:33:34 DXS-Needa | ext. 79087 | dgould21@ford.com | Hrs. Of Oper. 7:00am-3:30pm cst. DXS Needa, made OBC to SM Jason w/Courtesy Ford @ 814.942.3000. Lvm, advising that I am needing some additional information regarding this case. Please note that I only speak with the dealership, I ask that you do not provide my contact information to the customer. Should the customer need to speak with someone have the customer contact our customer service line at 800-392-3673. Thank you for your partnership. **UPDATE** (Please review EFC08751 to ensure you are submitting for rentals the updated way, see page 19 in the reference guide.) We appreciate the opportunity to serve you and for being a Loyal Ford partner. **Next Step: F/U on 7/29 Ford Motor Company @ DXS Donita Gould Dealer Experience Specialist, Ford DXS Team Dgould21@ford.com | www.ford.com Office: 866-631-3788 ext. 79087 e-fax # 888.276.8122

2021-07-29 18:09:17 DXS-Needa | ext. 79087 | dgould21@ford.com | Hrs. Of Oper. 7:00am-3:30pm cst. DXS Needa, made OBC to SM Jason w/Courtesy Ford @ 814.942.3000. Lvm, advising dlr to provide additional information regarding the vehicle concern. This case will be closed on 8/2, if dlr doesn't respond. Please note that I only speak with the dealership, I ask that you do not provide my contact information to the customer. Should the customer need to speak with someone have the customer contact our customer service line at 800-392-3673. Thank you for your partnership. **UPDATE** (Please review EFC08751 to ensure you are submitting for rentals the updated way, see page 19 in the reference guide.) We appreciate the opportunity to serve you and for being a Loyal Ford partner. **Next Step: F/U on 8/2, VLA Ford Motor Company @ DXS Donita Gould Dealer Experience Specialist, Ford DXS Team Dgould21@ford.com | www.ford.com Office: 866-631-3788 ext. 79087 e-fax # 888.276.8122

2021-08-02 17:37:10 DXS-Needa | ext. 79087 | dgould21@ford.com | Hrs. Of Oper. 7:00am-3:30pm cst. DXS Needa, made OBC to SM Jason w/Courtesy Ford @ 814.942.3000. Was advised that dlr is currently at lunch and will return in about an hr., will give a call back at that time. Please note that I only speak with the dealership, I ask that you do not provide my contact information to the customer. Should the customer need to speak with someone have the customer contact our customer service line at 800-392-3673. Thank you for your partnership. Ford Motor Company @ DXS Donita Gould Dealer Experience Specialist, Ford DXS Team Dgould21@ford.com | www.ford.com Office: 866-631-3788 ext. 79087 e-fax # 888.276.8122

2021-08-02 19:10:45 DXS-Needa | ext. 79087 | dgould21@ford.com | Hrs. Of Oper. 7:00am-3:30pm cst. DXS Needa, made OBC to SM Jason w/Courtesy Ford @ 814.942.3000. Dlr advise that the vehicle has been repairs and is no longer at the dlrship. This case can now be closed. this was not a VLA request it was a repair per dlr. Please note that I only speak with the dealership, I ask that you do not provide my contact information to the customer. Should the customer need to speak with someone have the customer contact our customer service line at 800-392-3673. Thank you for your partnership. **Next Step: Resolving and closing the case. Ford Motor Company @ DXS Donita Gould Dealer Experience Specialist, Ford DXS Team Dgould21@ford.com | www.ford.com Office: 866-631-3788 ext. 79087 e-fax # 888.276.8122

CASE ATTACHMENTS:

CASE NUMBER: C [REDACTED] STATUS: Resolved
OPEN: 08-07-2021 CLOSED: 10-29-2021 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: US Ford Truck NA CRC COMMUNICATION:
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | Has been to dealer | Inside Criteria
DEALER NAME: Fairway Ford of Augusta Inc
PA CODE: 00229 DLR SALES CODE: 21214 REGION: S1 ZONE: S1A
VIN [REDACTED] MODEL YEAR: 2021 MODEL: F-SERIES MILEAGE: 3,691
BODY STYLE: W1C - F150 4X2 SUPERCREW STYLESIDE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | GA | | USA
HOME PHONE:
SYMPTOMS: Start/Run/Move | Moving | UNKNOWN | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Alandra Robertson

COMMENTS:

- 2021-08-07 23:27:07 Alandra Robertson/Ext.79460/ AROBE259@ford.com: IBC from CUST [REDACTED] about hotel expenses and traveling owners trying to get back home. [REDACTED] CLV87 VIN [REDACTED] Mileage:3691 Bradley Ford 9288551191 in Arizona CUST stated he recently purchased a ford and they were on the way back from California DLR does not know what's wrong with the vehicle. CUST stated it's a brand-new truck. CUST stated the DLR is closed right now. CUST stated they live in Evans Georgia. CUST is stranded in Arizona. CUST stated he was driving it on a highway, and it lost power. Engine was surging up and down and it died. CUST stated with the truck being disable it would take up to two weeks. CUST wanted to have the vehicle shipped. CXS provided CUST with Roadside assistance number as well as the claims reimbursements. CXS stated she could not provide CUST with a loaner until she could contact the DLR on monday and get the diagnostic. NEXT STEPS: CxS will follow up with CUST and DLR monday 8/9 around 4pm central time. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460
- 2021-08-09 20:29:48 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR(9288551191) about vehicle status. Lena is the Service adviser for the vehicle. F150 towed in and they duplicated it and a number 4 injector not responding. CUST stated to stop until they tow it back home. DLR stated the wife is low on medication and they are traveling owners and need to get home. RO: 042980 Line: 01 open date: 8/6/21 3,691 miles on vehicle. NEXT STEPS: CXS will follow up with CUST. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460
- 2021-08-09 20:47:02 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] CXS will try to transport the vehicle to the original DLR. Bradley Ford of Lake Havasu City 1690 Industrial BLVD. Lake Havasu city, Arizona 86403 Fairway Ford in Evans [REDACTED] 4333 Washington Road Evans, Georgia 30809 2021 F150 VIN: [REDACTED] Vehicle is no drivable NEXT STEPS: CXS will Follow up with DLR then CUST. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460
- 2021-08-09 21:04:59 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR [REDACTED] about vehicle being transported. CXS stated the CUST is stranded and we want to know if the DLR could cover the cost of the transportation. DLR stated they can do that. DLR wants an email stating they are getting remiumber KWoodard@fairwayfordevan.com DLR stated to send everything to email. NEXT STEPS: CXS will email transport and follow up with CUST. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460
- 2021-08-11 20:59:49 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR(9288551191) to see if vehicle was transported. DLR lena stated Alandra Robertson/Ext.79460/ AROBE259@ford.com: DLR stated the vehicle is still there. NEXT STEPS: CXS will email to transportation to check on the ETA. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460
- 2021-08-11 21:03:46 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about vehicle. CUST stated on their way home. CXS stated vehicle will be transported the driver is coming from another stated to pick the vehicle up. CXS will keep customer updated on when their vehicle will be on the way to their home dealership. NEXT STEPS: CXS will follow up with DLR 8/17 Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460
- 2021-08-14 18:48:12
Monica Adjei/Ext.79701/madjei2@ford.com:
IBC from customer [REDACTED] wanting to speak to CXS Alandra was not able to get through to extension 79460. He stated dealership is still waiting on email in regards to transportation reimbursement and vehicle is still at dealership. Informed the customer i will update the case, send a message to CXS and message was sent via webex.
Signature Block
Ford Motor Company @
Monica Adjei
Customer Experience Specialist, Ford CX Team
madjei2@ford.com | www.ford.com
office: 866-631-3788 ext. 79701
Mon. - Thur,Sat. 8:30 a.m. - 5:00 p.m. (Central)
- 2021-08-14 20:01:04 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about transporting. CXS left CUST a message. NEXT STEPS: CXS will follow up with CUST on the original date 8/17 Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460
- 2021-08-16 22:46:47 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR [REDACTED] about vehicle. DLR Lena stated the vehicle is still there and they still have the keys to the vehicle. NEXT STEPS: CXS will email [REDACTED] for transportation to see where the tow is and cxs will follow up with CUST. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-08-16 23:01:02 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about the transportation. CUST stated he contact DLR and his vehicle still at other location. CUST stated the dealer was waiting on cxs confirmation. CXS stated she already sent an email to dlr. CXS resent email to DLR. CXS stated she will keep cust updated and it's best to email CXS. NEXT STEPS: CXS will email transportation manager and follow up with DLR and CUST. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-08-17 21:13:44 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about vehicle transportation status. CXS stated Vehicle has been picked up and is in route to the DLR driver fell behind due to a break down. Vehicle should be delivered by Friday. NEXT STEPS: CXS will contact DLR and CUST on Friday 8/20. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-08-20 18:04:08 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR [REDACTED] about vehicle being transported. DLR stated he does not see an open ticket for the vehicle. NEXT STEPS: CXS will contact DLR Saturday. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-08-20 20:50:29 Alandra Robertson/Ext.79460/ AROBE259@ford.com: CXS emailed CUST No problem, I hope for fantastic news as well!!! Thanks for understanding, Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460 efax: Thanks. I'll be waiting and hoping to hear some good news soon. Dan Sent from my iPhone > On Aug 20, 2021, at 4:15 PM, Robertson, Alandra (A.) wrote: > > Good evening, > I contacted the Dealership and they have not received your vehicle as of yet. I have sent an email to the transportation manager to locate your vehicle. > > Thanks, > > Ford Motor Company @ > Alandra Robertson > Customer Experience Specialist, Ford CX Team AROBE259@ford.com | > https://clicktime.symantec.com/ [REDACTED] www.ford.c > om > office: 866-631-3788 ext. 79460 > efax: > > > -----Original Message----- > From: [REDACTED] > Sent: Friday, August 20, 2021 3:14 PM > To: Robertson, Alandra (A.) > Subject: F-150 > > WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding. > > > Hi Alandra, > > What's the latest regarding our? > > Thanks. > Dan Clanton > > Sent from my iPhone
NEXT STEPS: CXS will follow up with DLR and CUST monday 8/23. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-08-23 20:01:01 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR [REDACTED] about vehicle status. DLR stated Aryland is the adviser for the vehicle. DLR stated they are backed up and they will try to take a look at the vehicle on Thursday. Ro: 6037013 Line: 2 Check engine light came. NEXT STEPS: CXS will follow up with CUST. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-08-23 20:06:21 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] CUST stated he has a loaner vehicle from the DLR and has been in touch. CXS stated vehicle arrived on Saturday and they will take a look at the vehicle on Wednesday. CXS stated the shop capacity is full so it will take the DLR some time to complete the repair. CUST stated hopefully they could look at it and repair it on Wednesday. NEXT STEPS: CXS will follow up with DLR and CUST friday 8/27 Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-08-28 15:54:36 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR [REDACTED] about vehicle status. DLR stated Arlyan is not in. They waiting on an engine. They are waiting on components. RO: 6037013 Ro line: 2. Open date:8/23/2021 NEXT STEPS: CXS will have to contact DLR for more information contact Parts. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-08-28 15:59:00 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] They have to change the whole engine and cust stated he spoke to the service manger Mr. Woodward. NEXT STEPS: CXS will contact DLR monday to get part numbers to assist in expediting the parts and copis tickets. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-08-30 20:58:48 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR [REDACTED] about vehicle status. DLR stated CUST is in a rental vehicle and they are waiting for parts. CXS stated to transfer her to parts for more information. CXS asked Brandon in parts for the copis number and part number ML3Z6006G DLR stated the SM Kevin will create a COPIS ticket for the part tomorrow morning. CXS gave Parts her email so the SM could email CXS the COPIS number. NEXT STEPS: CXS will follow up with CUST. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-08-30 21:03:10 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about vehicle update. CXS stated she will try to escalate the process and see if we could receive the parts. NEXT STEPS: CXS will follow up with DLR 9/3 Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-09-03 15:49:53 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR [REDACTED] Brandon for parts stated the engine came in. vehicle is waiting on a gasket. ML3Z6N652F DLR stated it looks like it should be here and not on back order. DLR stated it was order 8/27 he does not know what's going on. Dow DLR reordered part DLR stated 2-3 business days. NEXT STEPS: CXS will follow up with CUST. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-09-03 16:02:54 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about vehicle update. CXS stated Engine is in and they are waiting on the gasket that comes in two to three days. CUST stated okay good so hopefully they could work on my vehicle by next week. CUST wanted Roadside number for reimbursement. CXS provided the number and stated they have 30 days from the receipt date to let them know any days after 30 days would be void. NEXT STEPS: CXS will follow up with DLR and CUST on 9/8. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-09-04 14:51:46 IBC FROM CUSTOMER- Customer is requesting more time, says he tried to fax over documents to roadside assistance- and says that the number is busy and cannot get the documents to send successfully. Customer requesting to notate case to inform agent of update. Please follow up with customer Ford Motor Company@ Customer Experience Specialist – HOU Truck Team Daizia Hoholik Dhoholik@ford.com | www.ford.com Office: 866-631-3788 Ext. 79365 Monday-Thursday/Saturday 7:15AM-3:45PM CST

2021-09-07 18:45:01 ***A-TEAM AUDIT*** Damita Norwood EXT 79310 dnorwood8@ford.com Case progression on track. **DO NOT COMPLETE AUDIT TASK UNTIL CXS IS ACTIVELY RESOLVING CASE** Ford Motor Company @ Damita Norwood Customer Experience Specialist, Ford CX A-Team dnorwood8@ford.com| www.ford.com Office: 866-631-3788 EXT 79310 Hours: Mon-Fri 8:00 AM-4:30 PM CST

2021-09-08 21:26:38 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR [REDACTED] about vehicle status. DLR had CXS on hold and sent to voicemail. NEXT STEPS: CXS will try to follow up with CUST and DLR. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-09-08 22:52:36 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about vehicle. CUST stated he went over there yesterday and they had the motor and still waiting on the gasket. CUST spoke to them about it and that the fax number changed and CUST asked if they had another time. Roadside assistance stated that the fax changed and CUST sent it on Tuesday. NEXT STEPS: CXS will contact DLR on 9/11 Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-09-10 21:35:31 **QA single interaction review**

2021-09-11 16:26:46 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR [REDACTED] about vehicle status. DLR stated the parts are in and should be completed by Tuesday. NEXT STEPS: CXS will follow up with CUST. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-09-11 16:33:12 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about vehicle. CXS stated all parts are in and vehicle should be repaired by Tuesday. CUST stated he purchased at least 5 new fords. Current vehicle is new. CUST stated all the ford he ever had he followed the service guidelines and multiple services. Customer said he has a loaner vehicle from the dealership. NEXT STEPS: CXS will contact DLR and CUST monday 9/13. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-09-13 16:41:13 ***A-TEAM AUDIT*** Damita Norwood EXT 79310 dnorwoo8@ford.com ***A-TEAM AUDIT*** Next Steps: •Contact dealer for status update IF THE VEH IS NO LONGER AT DLR - CXS SHOULD SAFETY NET AND ASK FOR CLEAR TO CLOSE **DO NOT COMPLETE AUDIT TASK UNTIL CXS IS ACTIVELY RESOLVING CASE** Ford Motor Company @ Damita Norwood Customer Experience Specialist, Ford CX A-Team dnorwoo8@ford.com| www.ford.com Office: 866-631-3788 EXT 79310 Hours: Mon-Fri 8:00 AM-4:30 PM CST

2021-09-13 22:15:25 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR [REDACTED] about vehicle status. Service is closed. NEXT STEPS: CXS will follow up with DLR and CUST on Wednesday. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-09-15 16:32:14 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR [REDACTED] about vehicle status. DLR stated that Aryland is no longer working there. DLR stated they are completing everything today and will take it on a test drive and will have it completed tomorrow evening. NEXT STEPS: CXS will contact CUST. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-09-15 17:27:24 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about re CXS stated Ford motor company does not reimburse the full amount but we will try to cover a portion. CXS stated she will try to get customer reimbursed for \$1000. CUST stated they wants to be reimbursed for pain and suffering. CUST wife stated she will get everything back legally. CUST stated he does not agree to the amount CXS offered and he will get a lawyer. CUST stated he does not want to come up a \$1000 shortage. CUST stated he wants to be fully reimbursed and to be reimbursed for pain and suffering. CXS stated Ford does not reimburse for pain and suffering. CUST wants to be reimbursed fully the \$5,042.44. NEXT STEPS: CXS will submit a business case and see what CUST could get approved for. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-09-18 19:41:52 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about FAR. CXS stated that she will not be in on monday but she is still in the process of determining if the amount is approved or denied. It takes some time because Ford has to look into all the information concerning the case and customer needs. CUST stated okay. CXS stated once she knows the amount approved she will update customer. NEXT STEPS: CXS is waiting on business case approval. CXS will follow up with CUST on Wednesday 9/22. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-09-22 17:08:48 ***A-TEAM AUDIT*** Damita Norwood EXT 79310 dnorwoo8@ford.com Next Steps: CXS Should follow up with Sup regarding the business case approval for repairs •Check VOR accuracy **DO NOT COMPLETE AUDIT TASK UNTIL CXS IS ACTIVELY RESOLVING CASE** Ford Motor Company @ Damita Norwood Customer Experience Specialist, Ford CX A-Team dnorwoo8@ford.com| www.ford.com Office: 866-631-3788 EXT 79310 Hours: Mon-Fri 8:00 AM-4:30 PM CST

2021-09-22 21:31:13 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about review process. CXS stated the case is still in review and it's a process we have to review the case and it takes time. NEXT STEPS: CXS is waiting on sup to approve Business case before she submit it to Scott. CXS sent business case to SUP on 9/15. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-09-22 21:42:52 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR [REDACTED] about vehicle status. DLR Cody stated that's not his vehicle sent me to Nolan Voicemail. CXS left a voicemail. NEXT STEPS: CXS will follow up with DLR again. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-09-22 21:50:36 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR [REDACTED] about vehicle status. DLR stated the vehicle is gone and he does not know when CUST picked the vehicle up but it's gone. NEXT STEPS: CXS is waiting on the business case to be approved by SUP and CXS will offer CUST goodwill esp and see if customer is satisfied. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-09-23 23:33:40

Customer Name: [REDACTED] Case Number: [REDACTED] Customer CLV: 87 Vehicle Year/Model: 2021 F150 WSD: 7/7/2021 VIN: [REDACTED] Mileage: 3,691 ESP Information: 0968 - USA 2021 NEW 72/100K PREM MAINT(M&W) 7.5K INTERVAL Warrantable Repair (Y/N): Yes Vehicle Concern: The technician found that the number 4 injector and that it's a warrant-able repair. confirmed that this repair would have been covered under NVLW. Rationale (Business Case) for Request: Traveling owner that lives in Evans, GA. Customer New 2021 F150 broke down in Lake Havasu City, Arizona 2,055 miles away from home and towed the vehicle to Bradley Ford in Arizona on 8/6/2021. CUST wanted to have the vehicle shipped. CUST wife ran out of Prescription and had to get back home as soon as possible. SA Aryland stated number 4 injector was not responding and that it's a warrant-able repair. CUST wanted to Transport vehicle to his home Dealership CXS followed AAF ARTICLE Transport Arrangements and contact his DLR Service Manager Kevin Woodard he said he will accept the bill if we pay him back in full. CXS stated we will pay after the vehicle is completely repaired. Vehicle was transported from Bradley Ford of Lake Havasu City 1690 Industrial BLVD. Lake Havasu city, Arizona 86403 to CUST home dealer Fairway Ford in Evans [REDACTED] 4333 Washington Road Evans, Georgia 30809 that was a 2,053 miles transport the total amount is \$2,800. CUST wants to be reimburse for his stay and rental to get him back home from Arizona to Georgia. CUST stated in Days Inn in Lake Havasu City from 8/6-8/9/21 total of \$472.61 CUST stated in La Quinta for one night 8/10/2021 total cost of \$143.83. CUST purchased a rental vehicle from Enterprise and took the vehicle back to home to Georgia. CUST rent the vehicle 8/6 when his vehicle broke down and was in the shop til 8/16. CUST rented vehicle for 10 days at the price 44.40 a day because CUST did not return vehicle at the locatio

Thanks so much for the update!! I will update the customer.

Ford Motor Company ®
Alandra Robertson
Customer Experience Specialist, Ford CX Team
AROB259@ford.com | www.ford.com
office: 866-631-3788 ext. 79460
efax:

From: [REDACTED]
Sent: Tuesday, August 17, 2021 11:34 AM
To: Robertson, Alandra (A.) AROBE259@ford.com>
Subject: RE: Transport

Good Afternoon Alandra,

My apologies for the delayed response.

My driver fell behind a bit due to a break-down, but this vehicle is now loaded, IN Route and should deliver by Friday

Thank you!

Sincerely,

[REDACTED]
Regional Account Manager
41100 Plymouth Road, Suite 400
Plymouth, MI 48170
C: (734)620-1351
F: (734)464-3726

United Road | Premier Vehicle Transport
DRIVEN TO DELIVER
[REDACTED]
www.unitedroad.com

From: Robertson, Alandra (A.) [mailto:AROB259@ford.com]
Sent: Monday, August 16, 2021 6:44 PM
To: [REDACTED]
Subject: RE: Transport

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Evening, Can I get an update please? The Dealership stated the vehicle is still there and I was told the vehicle would be picked up last Friday and will be delivered to customer home dealership by this Friday. Please give me an update because the customer is worried.

Thanks,

Ford Motor Company ®
Alandra Robertson
Customer Experience Specialist, Ford CX Team
AROB259@ford.com | www.ford.com
office: 866-631-3788 ext. 79460
efax:

From: [REDACTED]
Sent: Wednesday, August 11, 2021 5:04 PM
To: Robertson, Alandra (A.) AROBE259@ford.com>
Subject: RE: Transport

Good Evening Alandra,

I now have this scheduled to load Friday 8/13 and should deliver By Friday 8/20.

Thank you again!

Sincerely,

[REDACTED]
Regional Account Manager
41100 Plymouth Road, Suite 400
Plymouth, MI 48170
C: (734)620-1351
F: (734)464-3726

United Road | Premier Vehicle Transport
DRIVEN TO DELIVER
[REDACTED]
www.unitedroad.com

From: Robertson, Alandra (A.) [mailto:AROB259@ford.com]
Sent: Wednesday, August 11, 2021 4:58 PM
To: [REDACTED]

Subject: RE: Transport

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

Do you know when you will be picking the truck up? The dealer stated the vehicle is still at their dealership. Please let me know.

Thanks,

Ford Motor Company ®
Alandra Robertson
Customer Experience Specialist, Ford CX Team
AROB259@ford.com | www.ford.com
office: 866-631-3788 ext. 79460
efax:

From: [REDACTED]
Sent: Monday, August 9, 2021 4:26 PM
To: Robertson, Alandra (A.) AROBE259@ford.com>
Subject: Re: Transport

Thank you! I will get to work on this right away for you!

[REDACTED]
Regional Account Manager
41100 Plymouth Rd, Suite 400
Plymouth, MI 48170
C: (734)620-1351

United Road | Premier Vehicle Transport
DRIVEN TO DELIVER

On Aug 9, 2021, at 5:25 PM, Robertson, Alandra (A.) AROBE259@ford.com> wrote:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Customer name: [REDACTED] email: [REDACTED]
Vehicle is currently located at Bradley Ford of Lake Havasu City contact number: 9288551191

Bringing the vehicle to Fairway Ford in Evans Contact number: [REDACTED]
Email: KWoodard@fairwayfordevan.com

Billing address is to Fairway Ford in Evans 4333 Washington Rd, Evans, GA 30809

Thanks,

Ford Motor Company ®
Alandra Robertson
Customer Experience Specialist, Ford CX Team
AROB259@ford.com | www.ford.com
office: 866-631-3788 ext. 79460
efax:

From: [REDACTED]
Sent: Monday, August 9, 2021 4:14 PM
To: Robertson, Alandra (A.) AROBE259@ford.com>
Subject: RE: Transport

WARNING: This message originated outside of Ford Motor Company. Use caution when opening attachments, clicking links, or responding.

Good Afternoon Alandra,

We would be looking at \$2,800 for this one due to the size of the vehicle, the mileage and because it is inoperable. I will need A good contact names, phone numbers and email addresses for both locations along with which dealership to bill for the move. I can then get to work on it for you.

Thank you!

Sincerely,

[REDACTED]
Regional Account Manager
41100 Plymouth Road, Suite 400
Plymouth, MI 48170
C: (734)620-1351
F: (734)464-3726

United Road | Premier Vehicle Transport
DRIVEN TO DELIVER

[REDACTED]
www.unitedroad.com

From: Robertson, Alandra (A.) [mailto:AROB259@ford.com]
Sent: Monday, August 09, 2021 5:08 PM
To: [REDACTED]
Subject: Transport

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Evening,
I have a traveling CUSTOMER stranded and need their vehicle transported
From: Bradley Ford of Lake Havasu City
1690 Industrial BLVD. Lake Havasu city, Arizona 86403

To: Fairway Ford in Evans [REDACTED]
[REDACTED] Georgia [REDACTED]

2021 F150<

2021-09-28 15:35:16

A-TEAM AUDIT Damita Norwood EXT 79310 dnorwoo8@ford.com ***A-TEAM AUDIT*** Next Steps: •Contact dealer for status update •Check VOR accuracy •Don't forget to link AAF Articles on cases **DO NOT COMPLETE AUDIT TASK UNTIL CXS IS ACTIVELY RESOLVING CASE** Ford Motor Company @ Damita Norwood Customer Experience Specialist, Ford CX A-Team dnorwoo8@ford.com | www.ford.com Office: 866-631-3788 EXT 79310 Hours: Mon-Fri 8:00 AM-4:30 PM CST

2021-09-29 21:01:58

Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about review process. CXS stated his information is in review process and sup was out a couple of days last week and trying to catch up. CXS will update customer as soon as she find out any new information. NEXT STEPS: CXS will follow up with CUST on 10/2/21. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-09-29 21:05:50

Alandra Robertson/Ext.79460/ AROBE259@ford.com: CUST stated he received the vehicle back a couple of weeks ago and customer stated they did a great job on the repair. Vehicle runs like new. NEXT STEPS: CXS will follow up with CUST as soon as business case comes in from review. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-10-01 17:05:41

Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to DLR [REDACTED] FAR information. CXS will provide dealer a approval code. CUST have vehicle back and satisfied. Refund of \$2,800 CLV 100% was approved Approval code: MSPA220086 NEXT STEPS: CXS will submit a Safety net with the amount CUST wants consequential expenses paid for. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

2021-10-01 19:21:47

A-TEAM AUDIT Damita Norwood EXT 79310 dnorwoo8@ford.com Next Steps: Case progression on track. **DO NOT COMPLETE AUDIT TASK UNTIL CXS IS ACTIVELY RESOLVING CASE** Ford Motor Company @ Damita Norwood Customer Experience Specialist, Ford CX A-Team dnorwoo8@ford.com | www.ford.com Office: 866-631-3788 EXT 79310 Hours: Mon-Fri 8:00 AM-4:30 PM CST

2021-10-05 16:48:20

Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about approval and ESP offer. CXS stated we will refund the CUST 2,242.44. CXS mentioned we gave the dealership \$2,800 for the transportation. CUST stated he is extremely happy. CUST verified mailing address is correct. CUST stated he approved the Goodwill ESP offer of premium care. NEXT STEPS: CXS will upload the Debit card reimbursement and the ESP. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460

Comerica Debit Card Reimbursement Template

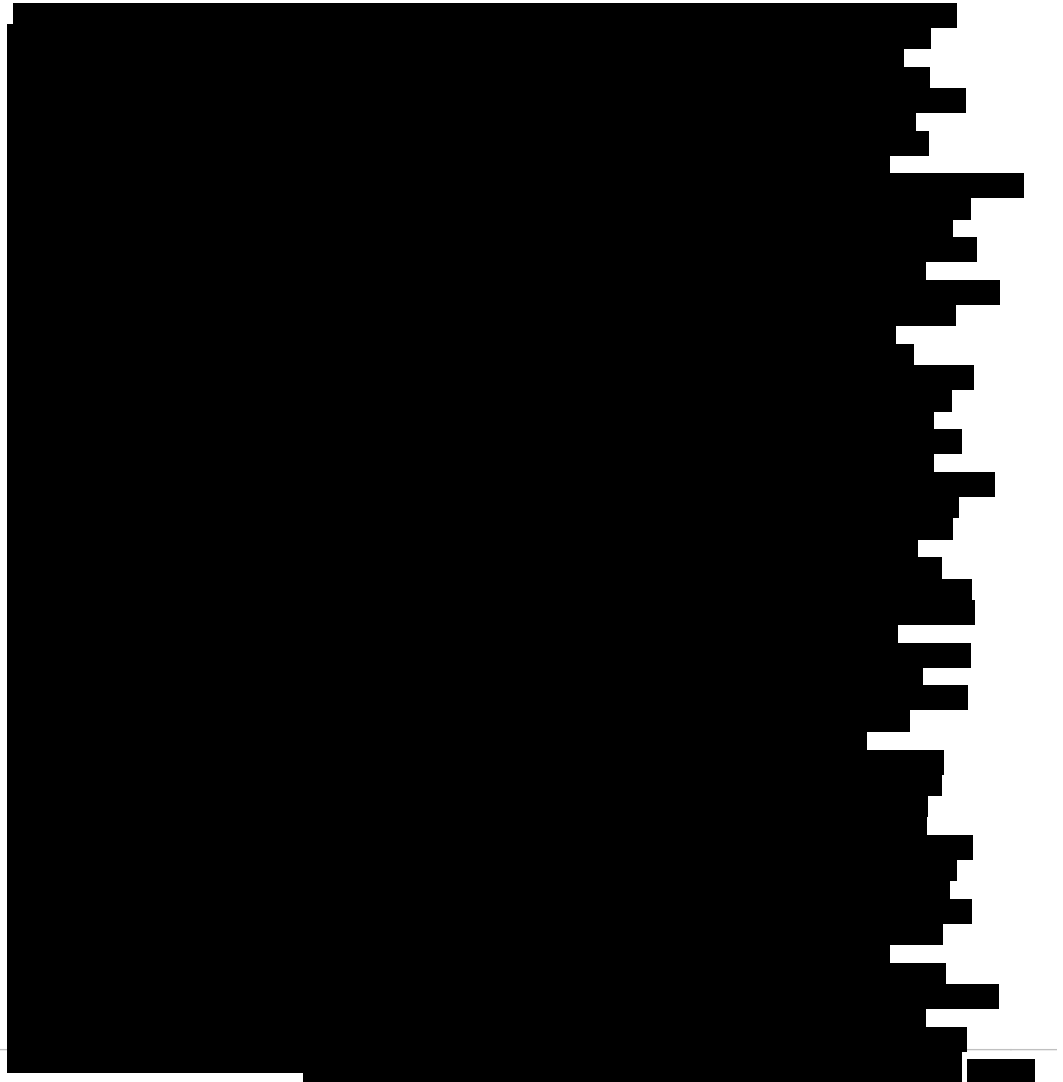
Purpose: To be used for each reimbursement processed via Morley Portal and to be attached to GCCT case for review. This information will be reviewed by the supervisor during the approval process. Once completed, the information should be added to the GCCT Case Notes Section by copy/paste function. In addition, the supporting documentation for this request is required to be attached to in the same notes.

NOTES:

The majority of reimbursements should be processed when the vehicle has been repaired. Address confirmation is paramount – please confirm address to mail the debit card to with the customer.

Morley Case #: Enter case number once the processed in Morley Portal
Primary Reason for Reimbursement Offer(s): CUST is a traveling owner and got stuck in Arizona on their way back home to Georgia. CUST wants to be reimburse their stay and their rental vehicle in full.
Is this reimbursement due to parts delay: Yes
Part Name/Number: [REDACTED]
Date or Expected Date of Vehicle Repair: 8/7/2021 - Vehicle was repaired on 9/16/2016
Is there a risk for a Buyback Request: No
GCCT Case #: [REDACTED]
Customer Information
Name: [REDACTED]
Mailing Address: [REDACTED] EVANS, GA. [REDACTED]

Mailing Address Verified: Enter yes
Is the customer a Citizen of India: no
VIN: Enter VIN [REDACTED] (payment type entered in Morley Case)
Consequential Expense Reimbursement: Yes
Amount: \$616.44
Vehicle Payment Reimbursement: N/A
Amount: N/A
Rental Reimbursement: Yes
Amount: \$1626
(#13 in Morley Submission Form) Reason for Customer Reimbursement: Consequential Expenses = CONEXP, Rentals = RENTAL,
Causal Part Number: N/A
Amount: N/A
Additional Comments:





IMPORTANT: Please see below for information about the Delegation of Authority (DOA)

- 2021-10-09 19:51:29 Alandra Robertson/Ext.79460/ AROBE259@ford.com: Morley Status: 634814 Ford Cash Settlement/Debit Card Payment Confirmed2021-10-05 ESP still not uploaded on Oasis. NEXT STEPS: CXS will get the Morley archive and resubmit ESP Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460
- 2021-10-12 19:58:11 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about approval and ESP offer. CXS stated debit card should arrive in mail 5-10 business days. CUST stated the Roadside assistance Fax number was wrong. CUST stated he have not heard from Roadside assistance regarding his tow. CXS provided CUST with Roadside number to contact them and ask for an update on the status of the refund. NEXT STEPS: CXS uploaded ESP and waiting for it to process. once ESP is on oasis CXS will send email and safety net for closure. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460
- 2021-10-12 20:54:28 [REDACTED] requests a CB at [REDACTED] in regards to his Roadside Assistance reimbursement. Rick | Customer Experience Specialist | Houston CRC 866.631.3788 x79068 klochka4@ford.com EFax : 866.609.8767 Mon-Fri 10:30AM TO 7:00pm CST
- 2021-10-12 21:14:16 IBC-Customer @ 85002214: Customer called seeking next steps for towing reimbursement. He used AAA service. He was unaware he has Roadside Assistance. Reiterate what CXS stated. Redirected customer to Roadside Assistance for further assistance. Line disconnecting during call. Stevye Webb Ford Motor Company @ Customer Experience Specialist, Ford CX Team Swebb82@ford.com | www.ford.com Office number: 866-631-3788 ext. 79354 Office hours: Mon.-Fri. 7:15am-3:45pm CST EFax number: 866-220-2954
- 2021-10-12 21:32:36 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about roadside assistance. CXS called CUST and left a voicemail. NEXT STEPS: ESP was transmitted. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460
- 2021-10-12 21:44:32 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about roadside assistance. CXS stated she will contact ROadside for CUST. CXS tranferred CUST to Roadside Assistance. NEXT STEPS: ESP was transmitted. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460
- 2021-10-14 13:09:09 636925-Pending QA as of 10/14/21
- 2021-10-19 15:50:29 Alandra Robertson/Ext.79460/ AROBE259@ford.com: Warranty Coverage: in Oasis 0995 - USA 2022 NEW 60/75,000 PREMIUMCARE W/ROADSIDE NEXT STEPS: CXS will follow up with CUST. CXS will send email and safety net for closure. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460
- 2021-10-19 16:02:08 Alandra Robertson/Ext.79460/ AROBE259@ford.com: OBC to CUST [REDACTED] about esp uploaded. CXS stated his esp is uploaded. Premium Care with Roadside. CUST stated okay will he get it in mail. CXS stated you will receive information about it in mail within 15 business days. CUST stated okay what about roadside assistance. CUST stated because everything is after the deadline. CXS stated Roadside assistance could contact CXS to verify CUST sent CXS email of the tow before the deadline. NEXT STEPS: CXS will send email and safety net for closure. Ford Motor Company @ Alandra Robertson Customer Experience Specialist, Ford CX Team AROBE259@ford.com | www.ford.com office: 866-631-3788 ext. 79460
- 2021-10-20 15:43:44
 (((Safety Net)))
 Clear 2 Close Case; ESP is active in Oasis:
 0995 - USA 2022 NEW 60/75,000 PREMIUMCARE W/ROADSIDE
 Delisa Taylor
 Lead Truck Customer Experience Specialist
 Ford Motor Company
- 2021-10-29 17:56:45 DXS DeMarcus x79266 IBE from Fairway Ford of Augusta Inc DeMarcus, I have a weird one here. Fairway Ford received an approval code for a tow bill from Arizona. [REDACTED] is the approval code, and the amount is \$2000 plus but the Dealership isn't sure where this came from. Its to the point where we think maybe it was attributed to the wrong P&A code. Thoughts? [REDACTED] is the vin, the case # [REDACTED] Ford Motor Company @ DeMarcus Thompson Dealer Experience Specialist, Ford CX Team dthom633@ford.com | www.ford.com office: 8666313788 ext. 79266 efax: 8669845045@fordfax.com
- 2021-10-29 17:57:26 DXS DeMarcus x79266 OBE to Fairway Ford of Augusta Inc I am not sure what is going on, there is another case opened that I asked for the tow bill but the amount is only \$216. Is there a tow bill for the customer [REDACTED] Ford Motor Company @ DeMarcus Thompson Dealer Experience Specialist, Ford CX Team dthom633@ford.com | www.ford.com office: 8666313788 ext. 79266 efax: 8669845045@fordfax.com

2021-10-29 17:57:58 DXS DeMarcus x79266 IBE from Fairway Ford of Augusta Inc DeMarcus, I need your help on this please. The Dealership has been trying to use this code since October 4 but has been unable to do so. Then they were informed that that code is no longer valid because the time has expired. This tow truck was sent to the customer in Arizona by Ford, not the Dealer. And now the Dealer needs to be reimbursed. The case needs to be reopened and the code reissued. Ford Motor Company ® DeMarcus Thompson Dealer Experience Specialist, Ford CX Team dthom633@ford.com | www.ford.com office: 8666313788 ext. 79266 efax: 8669845045@fordfax.com

2021-10-29 17:58:27 DXS DeMarcus x79266 OBE to Fairway Ford of Augusta Inc Before I generate a new code, I want to verify that the information is correct so that you won't get an error again. I show the RO information as follows: RO 037013 RO Open Date 8/23/2021 Mileage at RO Open Date 3,691 RO Line number 2 (we may need a new RO Line number) The amount \$2800 Is this information correct? Ford Motor Company ® DeMarcus Thompson Dealer Experience Specialist, Ford CX Team dthom633@ford.com | www.ford.com office: 8666313788 ext. 79266 efax: 8669845045@fordfax.com

2021-10-29 17:58:49 DXS DeMarcus x79266 IBE from Fairway Ford of Augusta Inc Thank you DeMarcus. I have sent the info back to the Service Manager to confirm the details. I will be back in touch. Ford Motor Company ® DeMarcus Thompson Dealer Experience Specialist, Ford CX Team dthom633@ford.com | www.ford.com office: 8666313788 ext. 79266 efax: 8669845045@fordfax.com

2021-10-29 17:59:18 DXS DeMarcus x79266 IBE from Fairway Ford of Augusta Inc DeMarcus, thank you for helping us... everything is correct with the data except for the line # which I highlighted in yellow. The line number is line 5. RO 037013 RO Open Date 8/23/2021 Mileage at RO Open Date 3,691 RO Line number 5 The amount \$2800 Ford Motor Company ® DeMarcus Thompson Dealer Experience Specialist, Ford CX Team dthom633@ford.com | www.ford.com office: 8666313788 ext. 79266 efax: 8669845045@fordfax.com

2021-10-29 17:59:37 DXS DeMarcus x79266 OBE to Fairway Ford of Augusta Inc The new approval code is MSPA643619 on line 5. Ford Motor Company ® DeMarcus Thompson Dealer Experience Specialist, Ford CX Team dthom633@ford.com | www.ford.com office: 8666313788 ext. 79266 efax: 8669845045@fordfax.com

CASE ATTACHMENTS:

2021-08-16 22:46:18	Alandra Robertson	Transportation for [REDACTED] PNG
2021-09-11 16:53:48	Alandra Robertson	[REDACTED] Hotel expenses reimbursed.pdf
2021-09-24 16:45:49	Alandra Robertson	[REDACTED] Hotel expenses reimbursed.pdf
2021-09-24 16:46:34	Alandra Robertson	[REDACTED] Hotel and rental expenses.pdf
2021-09-24 16:49:09	Alandra Robertson	Invoice [REDACTED] Fairway Ford of Augusta TRANSPORTATION FOR [REDACTED].pdf
2021-10-05 21:18:39	Alandra Robertson	Comerica Debit Card Reimbursement [REDACTED] Template Update 3-30-21.docx

File Home Send / Receive Folder View Help Tell me what you want to do

New Email New Items Delete Archive Reply Reply All Forward Quick Steps Move Tags Browse Groups Search People Address Book Filter Email Speech Report Phish Reply with Meeting Poll

Search Current Mailbox Current Mailbox

All Unread By Date Today

RE: Transport

JD [Redacted] TO: ROBERTSON, Alandra (A.)

You replied to this message on 8/16/2021 5:44 PM.

Good Evening Alandra,

I now have this scheduled to load Friday 8/13 and should deliver By Friday 8/20.

Thank you again!

Sincerely,

[Redacted]
Regional Account Manager

Items: 696 Unread: 20 All folders are up to date. Connected to: Microsoft Exchange 100%

FAX

TO: Ford RSA Claim Reimbursement FROM: [REDACTED]
FAX: [REDACTED] FAX: [REDACTED]
PHONE: [REDACTED] PHONE: [REDACTED]
SUBJECT: [REDACTED] DATE: 9/4/21

NO. PAGES: 6, cover included

COMMENTS:

Case# [REDACTED]

See attached Receipt's for reimbursement.

Total expenditures: \$2,458.44.

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.