

CASE NUMBER: CAS- [REDACTED] STATUS: Information Provided
OPEN: 08-03-2022 CLOSED: 08-31-2022 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION:
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |
DEALER NAME: Holmes Tuttle Lincoln
PA CODE: 20337 DLR SALES CODE: 54001 REGION: WE ZONE: WEC
VIN: 5LMJJ2LT4KE [REDACTED] MODEL YEAR: 2019 MODEL: NAVIGATOR MILEAGE: 28,040
BODY STYLE: J2L - NAVIGATOR 4X4 4DR RESERVE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | AZ | | USA
HOME PHONE:
SYMPTOMS: Safe & Secure | Seat Belt | Front Passenger | Deployment (Unintended)
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Lianna Davis
COMMENTS:
2022-08-03 20:53:24

Clt said: Veh is at the dlr. Veh is having a vehicle concern hearing noise from veh. Passenger side seatbelt is stuck. Veh smelled like there was an explosion. Clt has to change tire and don't understand why tires are prorated. Clt had to obtain a rental on her own. Headlamp has a small chip on the driver side of veh. VIN# 5LMJJ2LP4KE [REDACTED], 23000mi

Clt Dlr said: Veh is at Holmes Tuttle Ford/Lincoln and clt is working with SA Mike. Was informed that the seatbelt need to be replaced.

CSM Advised: I advised clt I will contact dlr to get more information about repair and total cost of repair to see if I am able to financial assist. I advised clt that per her B2B warranty after veh is driven over 12000mi tires are prorated. I also advised clt that due to veh shortage loaners/rental are very limited and clt is able to rent a veh on her own and submit for reimbursement up to \$72/day and if it over exceeds I can see if I have provisions available to me to assist with total cost of rental if need be. I advised the clt I will f/u with clt tomorrow after I speak with dlr

Next steps: f/u with clt tomorrow after I speak with dlr

2022-08-03 21:06:38

CSM Lianna x77218 OBC to Dlr 5202923745 or mhill@htford.com

Spoke to: SA Mike advised he is repairing concerns that are covered under warranty and the things that are not are the tires and headlamp. Mike will email me the total cost of concerns not covered under warranty for financial assistance. Mike also advised enterprise are out of SUV and can put the clt on a waitlist for bigger veh.

Next step: Email SA Mike FIN ASSIST template and f/u with clt tomorrow on financial assist.

2022-08-04 16:11:13

CSM Lianna x77218 Email from dlr Mike Hill

RO # [REDACTED]
RO Open Date: 08/02/2022
RO Mileage: 28040
Line#: 02
Parts cost: \$1815.00
Labor Cost: \$217.50
Total: \$2035.50

RO # [REDACTED]
RO Open Date: 08/02/2022
RO Mileage: 28040
Line#: 08
Parts cost: \$1104.00
Labor Cost: \$100.00
Total: \$1204.00

2022-08-04 16:24:56

CSM Lianna x77218 OBC to clt [REDACTED]

Spoke to: LVM advising clt to contact me on assisting with the repair of veh. I advised clt if call is not received BEOB I will f/u on Monday 8/8 to financially assist on repair.

Next step: f/u on Monday 8/8 to financially assist on repair.

2022-08-04 21:02:27

CSM Lianna x77218 OBC to clt [REDACTED]

Spoke to: Clt and advised clt of my portion \$2,539.50 toward her repair. Clt agrees to pay \$700 plus taxes and fees. Clt said she is having service alerts on her loaner veh. I advised clt to contact enterprise and advise of the service alerts. I also advised clt I will f/u with dlr and clt on Tuesday 8/9 for status of veh

Next step: f/u with dlr and clt on Tuesday 8/9 for status of veh

2022-08-09 21:18:24

CSM Lianna x77218 Transferred IBC to clt [REDACTED]

Spoke to: Clt and husband Mr. [REDACTED] he advised dlr damaged the passenger door and went to take it to the body shop for repair. Clt hasn't gotten a straight answer on the cause of damaged to passenger side of veh. Clt wants to know if the body damaged caused to the veh goes against the veh history. The charging doc is not charging in center console of veh. Clt said she was told that he iPhone 12 is too small to fit the charging dock

Next step: Contact dlr on damages and f/u with clt on Thursday 8/11 for update on veh financially assisting

CSM Lianna x77218 IBC from clt

2022-08-09 21:27:53

RO #: [REDACTED]
RO Open Date: 8/2/22
RO Mileage: 28040
Line#: 3
DAILY RATE: \$45
DLR PORTION: 8/2 - 8/10 (\$45*10)=\$450.00
LINCOLN PORTION: ?

2022-08-09 21:29:51

CSM Lianna x77218 OBC to DLR 5202923600

Spoke to: SD Andrew advised it was a cosmetic issue and is not with submitted to warranty. Dlr is covering expense of repair for door damages. Dlr will take a look at offering clt something for the inconvenience and look at center console for charging devices in clt veh before turning veh over to clt.

Next step: f/u with clt on Thursday 8/11 for update on veh financially assisting

2022-08-11 17:46:25

RO #: [REDACTED]
RO Open Date: 8/2/22
RO Mileage: 28040
Line#: 3
DAILY RATE: \$45
DLR PORTION: 8/2 - 8/10 (\$45*10)=\$450.00
LINCOLN PORTION: 8/11- 8/18 (\$45*7)=\$315

2022-08-11 21:25:33

CSM Lianna x77218 OBC to clt [REDACTED]

Spoke to: Clt and advised veh should be ready by tomorrow. Clt advised SA Mike text clt to advised as well of the status of their veh. I advised clt I will be OOO until Sunday and will f/u on Monday 8/15 to see if they are satisfied with repair or require additional assistance.

Next step: f/u on Monday 8/15 to see if they are satisfied with repair or require additional assistance.

2022-08-15 18:51:27

CSM ASST |CSM Delicia x77212|OBC to CLT|@[REDACTED] LVM for Ms. [REDACTED] CSM advised that I'm calling on behalf of CSM Lianna who is out of the office today to see if your repairs were done to full satisfaction. I will have CSM Lianna give you a call on Wednesday, August 17th. NEXT STEPS: Contact CLT (repairs done to satisfaction? require additional assistance?)

2022-08-17 19:20:52

CSM Lianna x77218 OBC to clt [REDACTED]

Spoke to: LVM for delegate Mr. [REDACTED] requesting a call back to see if clt p/u veh from dlr and is satisfied with repairs. I advised clt I will make the final attempt to f/u with clt tomorrow to for additional assistance.

Next step: f/u with clt tomorrow 8/18 for additional assistance.

2022-08-17 22:28:53

CSM Lianna x77218 OBC to clt [REDACTED]

Spoke to: Clt said she got a call yester from SA Mike Hill about her veh and dlr did not do a good job on the body work of the veh. Clt is not happy with SA Mike Hill and prefer not to work with him directly. Clt just want to know when they will receive their veh. I advised clt I will speak with SM Andrew about veh concerns and f/u with clt on the status of their veh

Next step: f/u with clt on the status of their veh after speaking with SM Andrew

2022-08-18 20:39:18

CSM Lianna x77218 OBC to DLR 5202923600

Spoke to: LVM for SD Andrew requesting a call back to further assist the clt on her veh concern.

Next step: contact clt

2022-08-27 19:53:10

CSM Lianna x77218 OBC to clt [REDACTED]

Spoke to: Mr. [REDACTED] advised me SA was unable to provide a reason as to why clt seatbelt deploys. Clt said veh is fully repaired and is satisfied with repairs.

Next step: Send EOC email and close case

2022-08-27 19:54:57

CSM Lianna x77218 Email to Clt [REDACTED]

Hello Mrs. [REDACTED]

Thank you for contacting Lincoln Motor Company and allowing me to assist with your 2019 Lincoln Navigator. I will be closing your case at this time. Please keep my name and number, should you have any questions or concerns please feel free to contact me directly. Also, watch your email, there will be a survey coming and always appreciate your feedback on how we can improve our service to our customers. Thank you for being a valued client and a part of the Lincoln family.

Kind regards,

Lianna Davis
Concierge Service Manager
Lincoln Client Relationship Center
Phone: 888-214-2155 ext: 77218

Lincoln Confidentiality:

This email may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender. For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

2022-08-28 13:39:16

CSM Lianna x77218 Email from Clt [REDACTED]

Dear Lianna,

Could you please wait to close this case?

Yesterday (8/27) I had to take care of my grandkid and my daughter tried to set car seat and the upper seatbelt did not lock. She tried both right and left seats but the same. She explained to my husband about this issue and he will contact you on Monday. I am not sure this issue related to the seatbelt deploy or not but we need to discuss with you before I take my Lincoln to dealership. Yesterday was the first time I needed to set

A car seat since we purchased my Lincoln.
Thank you for your help.

[REDACTED]

Sent from my iPhone

2022-08-29 17:56:08

CSM Lianna x77218 Email to dlr
Andrew Stewart astewart@htford.com>

I also received this email from Mrs. [REDACTED] Please see below and advise.

Dear Lianna,

Yesterday (8/27) I had to take care of my grandkid and my daughter tried to set car seat and the upper seatbelt did not lock. She tried both right and left seats but the same. She explained to my husband about this issue and he will contact you on Monday. I am not sure this issue related to the seatbelt deploy or not but we need to discuss with you before I take my Lincoln to dealership. Yesterday was the first time I needed to set

A car seat since we purchased my Lincoln.
Thank you for your help.

[REDACTED]

Sent from my iPhone

Kind regards,

Lianna Davis
Concierge Service Manager
Lincoln Client Relationship Center
Phone: 888-214-2155 ext: 77218

Lincoln Confidentiality:

This email may contain privileged communications. If you have received it in error, please delete it immediately and notify the sender. For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

2022-08-29 17:56:43

CSM Lianna x77218 Email from dlr
Andrew Stewart astewart@htford.com>

Spoke to [REDACTED] and Mr. [REDACTED] today. They will stop in at some point this week for us to take a look at their concern.

Thank you

CASE ATTACHMENTS:

CASE NUMBER: CAS: [REDACTED] STATUS: Resolved
OPEN: 05-19-2023 CLOSED: 07-07-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Client Roadside Outreach COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Clear Path to Repair |
DEALER NAME: Central Florida Lincoln
PA CODE: 10021 DLR SALES CODE: 25189 REGION: SE ZONE:
VIN: 5LMJJ3HTXKE [REDACTED] MODEL YEAR: 2019 MODEL: NAVIGATOR MILEAGE: 33,778
BODY STYLE: J3H - NAVIGATOR L 4X2 4DR SELECT
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Safe & Secure | Seat Belt | Front Driver | Sticks/Binds
ANALYST NAME: Kuljeet Hothi OPEN ANALYST NAME: Ashley Kelley
COMMENTS:
2023-05-19 15:18:23 > [OBC to RTL] 4078414550 SPOKE TO: Melissa Called DLR ADV I am reaching out in reference to vehicle towed in for service, DLR ADV there is an RO Open, DLR confirmed VIN, miles, CLT name, DLR ADV that the seat belt locked on while driving, loud noise, and replacing rear brakes, CSM requested call back from SA with diag time frame being as SA is not available currently. NEXT STEPS: Check for call back from DLR Call DLR 2nd attempt
2023-05-19 18:02:47 > [OBC to RTL] 4078414550 SPOKE TO: Nelson Called DLR ADV I am reaching out confirm if there is a diag or diag time frame available, DLR ADV this car got in yesterday, seat belt, and its not shipping by air, communicating will be 3-4 days before the part comes in. NEXT STEPS: Engage CLT Call DLR > Parts Arrive?
2023-05-19 18:10:55 OB SMS to CLT [REDACTED] SPOKE TO: CLT Hello, this is Ashley with Lincoln. I am working with your Retailer to get your Navigator repaired as quickly as possible. Please respond back with "Text" if you prefer SMS communication, otherwise, I will call you shortly to discuss how we can help! NEXT STEPS: Check for SMS back from CLT Call CLT 1st attempt if no SMS back Call DLR > Parts Arrive?
2023-05-23 18:33:24 > [OBC to the Client] [REDACTED] SPOKE TO: CLT Called CLT ADV I am reaching out in reference to his vehicle towed in for service, ADV CLT I am working with the DLR to expedite his repairs, ADV CLT i will be assisting with following up with him and the DLR in reference to his case, requested call back from CLT. NEXT STEPS: Call CLT 2nd Attempt
2023-05-23 21:23:33 > [OBC to the Client] [REDACTED] SPOKE TO: CLT Called CLT ADV I am reaching out to advise I am working with the DLR to expedite his repairs, and would like to speak with him directly in reference to current ongoing repairs, LVM. NEXT STEPS: Check for call back from CLT No Call Back? Send Email
2023-05-24 17:12:04 > [IBVM from the Client] [REDACTED] Hey Ashley, this is [REDACTED] my wife [REDACTED] vehicle was in service, and I have missed a couple calls from you, you can call me back at [REDACTED] NEXT STEPS: Call CLT
2023-05-24 17:17:09 > [OBC to RTL] 4078414550 SPOKE TO: Reception Called DLR to check status of parts and repairs, DLR ADV service unavailable left message requesting call back from DLR. NEXT STEPS: Check for call back from DLR Call DLR > Update Available? Call CLT
2023-05-24 19:08:09 > [IBVM from the RTL] 4078414550 Ashley, this is Nelson calling from central FL lincoln just to give you an update on we are still waiting for the seat belt to come from Lincoln, any other questions please call me back. NEXT STEPS: Call CLT 2nd attempt
2023-05-24 19:11:25 > [OBC to the Client] [REDACTED] SPOKE TO: CLT Called CLT ADV I am reaching out in reference to ongoing repairs, ADV CLT that I have heard back from the DLR, and we are currently waiting for parts on order, ADV CLT i will continue to work with the DLR, and once an update is available I will follow up with him, ADV I will follow up no later than EOD 05/30/23. NEXT STEPS: Call DLR > Parts Number? Part on BO? ETA? Call CLT W/ Updates by EOD 05/30/23
2023-05-25 19:17:37 > [OBC to RTL] 4078414550 SPOKE TO: Parts VM Called DLR ADV I am reaching out in reference to CLTs vehicle, ADV I am looking to confirm part number for parts on order, and ETA, requested call or email back, LVM. NEXT STEPS: Check for call back from parts Call CLT W/ Updates by EOD 05/30/23 Call DLR > Parts Number? Part on BO? ETA?
2023-05-25 19:28:06 Case#: [REDACTED] VIN: 5LMJJ3HTXKE [REDACTED] Client: [REDACTED] Good Afternoon, I am reaching out on behalf of this client to confirm the part numbers for parts on order, and to confirm if any parts are on back ordered, if you can please confirm. Thank you. Warm Regards, NEXT STEPS: Check for call back from parts Call CLT W/ Updates by EOD 05/30/23 Call DLR > Parts Number? Part on BO? ETA?
2023-05-30 19:37:34 > [OBC to RTL] 4078414550 SPOKE TO: DLR SVC Called DLR ADV I am reaching out to check status, DLR ADV no open RO anymore vehicle has been repaired, RO closed, they replaced rear break pads and shoes, seat belt locked on while driving, and loud noise found circuit open exposed, removed and replaced circuit. NEXT STEPS: Call CLT > Check repair satisfaction
2023-05-30 19:46:54 OB SMS to CLT [REDACTED] SPOKE TO: CLT Good Afternoon, I am reaching out to advise that I have spoken with the dealer and confirmed your vehicle has been repaired, and returned to you, I will allow a few day for to drive your vehicle and ensure all concerns have resolved, I will follow up with you no later than end of business Fri June 2nd. NEXT STEPS: Call CLT > Satisfied W/ Repaired? Offer GWG > ESP 6/100K
2023-06-01 19:47:46 > [OBC to the Client] [REDACTED] SPOKE TO: CLT Called CLT ADV I am reaching out being as the DLR did confirm his vehicle repairs were complete, ADV CLT I would like to check repair satisfaction, and make an offer of GWG to him, requested call back from CLT, LVM. NEXT STEPS: Call CLT 2nd attempt
2023-06-02 16:07:23 > [OBC to the Client] [REDACTED] SPOKE TO: CLT Called CLT ADV I am reaching out to check repair satisfaction, ADV CLT I would like to make offer of GWG, requested call back from CLT, LVM. NEXT STEPS: Call CLT 3rd attempt > Satisfied W/ Repaired? Offer GWG > ESP 6/100K
2023-06-06 15:50:21 > [OBC to the Client] [REDACTED] SPOKE TO: CLT Called CLT ADV I am reaching out to check repair satisfaction, ADV CLT I would like to make offer of GWG, requested call back from CLT, LVM. NEXT STEPS: Send UTC Check for contact back from CLT No CLT Contact Back? Send EOC. Close Case.

2023-06-06 15:56:42

>[Email to Client] [REDACTED] 06/06/23 [REDACTED] ORLANDO, FL, [REDACTED] Case#: CAS-[REDACTED] Good Afternoon, Mr. [REDACTED] We received notice at Lincoln Concierge that your 2019 Lincoln Navigator was towed in for service on 05/19/23. I have attempted to contact you by telephone but have been unable to reach you, to check your repair satisfaction, in addition I would like to make an offer of a goodwill gesture to you in the form of a Lincoln extended service plan. Please contact me back if this is something you would be interested in as I would be happy to go over all the details and would need you to accept this offer before I am able to attach this to your VIN. As your Lincoln representative, I would like to respond to your contact and address your concerns. Please contact me at 888-214-2155 Ext: 77962 as we are genuinely interested in assisting clients with their Lincoln concerns or questions. You may also respond to this email if I can still be of any assistance to you. I am available 9:30am to 6:00pm EST. Warm Regards, NEXT STEPS: Check for contact back from CLT No CLT Contact Back? Send EOC. Close Case.

2023-06-06 21:20:58

> [OBC to RTL] 4078414550 SPOKE TO: Melissa / Nelson VM Called DLR ADV I am reaching out in reference to concern and repairs completed for vehicle, ADV DLR I am looking to confirm the context of the concern, a and repairs performed, DLR SA Melissa ADV she can only see what is listed on the RO, and stated circuit in the seat belt petitioner exposed, removed and replaced the driver seat belt assembly. CSM inquired about parts service warranty, DLR ADV that SA Nelson would be more familiar with this, DLR connected call to SA Nelson, CSM requested call back from DLR SA Nelson, LVM. NEXT STEPS: Check for call back from DLR Call DLR > Service Parts Warranty Available? ADV CLT of GWG options

2023-06-08 14:58:42

> [OBC to RTL] 4078414550 SPOKE TO: Nelson VM Called DLR ADV I am reaching out in reference to parts replaced for seat belt assembly, ADV I am looking to confirm the SPW for this particular part, requested call back from DLR, LVM. NEXT STEPS: Check for call back from DLR > Service Parts Warranty Available? ADV CLT of GWG options

2023-06-08 14:59:37

>[Email from Client] [REDACTED] Thanks Ashley – unfortunately i missed your calls. I block all unknowns so apologies for missing the call. Obviously, you are aware what happened. It is my wife's car, and the seatbelt exploded on her. It is more the anxiety of driving the vehicle that is the concern moreso than the service plan. [REDACTED] NEXT STEPS: Check for call back from DLR > Service Parts Warranty Available? ADV CLT of GWG options

2023-06-08 19:55:59

>[Email to Client] [REDACTED] Good Afternoon, Mr. [REDACTED] I hope this email finds you well. I can understand your hesitancy with the type of concern present when your seat belt malfunctioned, however; I can assure you that the part installed on Ms. [REDACTED] vehicle have been repaired to Lincoln standards, by a factory ASE certified technician. The parts installed on your vehicle are covered under a service parts warranty as well, in the event that another concern does represent. This extended service plan I am able to offer is a value of up to \$2500, which I am happy to purchase on your behalf, this does cover your vehicle for 6 years or 100,000 miles whichever occurs first. It does carry a \$100 deductible; however, 1000+ components are covered under this plan. This does offer peace of mind for any repairs that might come up which can be covered under this plan. If this is something that you would be interested in, I am happy to add this to your VIN for you. If you do have any questions or concerns, please do not hesitate to contact me directly as I would be happy to assist. Warm Regards, NEXT STEPS: Check for email back from CLT CLT accept offer?

2023-06-12 19:36:35

[CSM Kisha x77851] OBE to CLT | @

CSM KISHA ASSISTING CSM ASHLEY

Good afternoon Mr. [REDACTED]

My name is Kisha and I am assisting my colleague Ashley today as she is out of the office. I have copy and paste the Good Will Gesture email offer below for your reference from Ashley regarding your recent seatbelt concern. I am unaware if you have already responded to Ashley's prior email and do apologize for the inconvenience if you have. However, you are a valued client and I am inquiring if you would like to accept the offer documented below in order to begin processing. Please advise and I thank you in advance for your time, patience and patronage to the Lincoln Brand.

Good Afternoon, Mr. [REDACTED]

I hope this email finds you well.

I can understand your hesitancy with the type of concern present when your seat belt malfunctioned, however; I can assure you that the part installed on Ms. [REDACTED] vehicle have been repaired to Lincoln standards, by a factory ASE certified technician. The parts installed on your vehicle are covered under a service parts warranty as well, in the event that another concern does represent.

This extended service plan I am able to offer is a value of up to \$2500, which I am happy to purchase on your behalf, this does cover your vehicle for 6 years or 100,000 miles whichever occurs first. It does carry a \$100 deductible; however, 1000+ components are covered under this plan. This does offer peace of mind for any repairs that might come up which can be covered under this plan. If this is something that you would be interested in, I am happy to add this to your VIN for you.

If you do have any questions or concerns, please do not hesitate to contact me directly as I would be happy to assist.

Regards

SHASKISHA MYERS
Concierge Service Manager
Lincoln Customer Relationship Center

NEXT STEPS: Check for email back from CLT
CLT accept offer? Tues 6/13

2023-06-13 19:51:06 > [OBC to the Client] [REDACTED] SPOKE TO: CLT VM Called CLT ADV I am reaching out in reference to plan offered, ADV I am reaching to advise I can under his hesitancy with the plan offered, however, the repairs were completed by a ASE certified technician to ford/lincoln standards, and does carry a service parts warranty should anything happen to the vehicle, ADV the CLT that the plan offered does give peace of mind being as it does cover the vehicle for 6 year 100K miles, and does cover up to 1000+ components on his vehicle, ADV the CLT if he would like to accept offer he can call or email me directly, provided CLT direct contact info. LVM. NEXT STEPS: Check for call back from CLT Call CLT Final Attempt

2023-06-14 20:51:14 ASSISTING > | OBC to client | [REDACTED] SPOKE TO: MR. [REDACTED] VM LVM advising I was following up on the PremiumCare plan offered by CSM Ashley. will follow up with email NEXT STEPS: Send CLT email to see if they accept the plan 6/15

2023-06-15 18:36:18 CSM Kuljeet 77959 | OBE to CLT - [REDACTED] Good afternoon Mr [REDACTED] I was reaching out to you on behalf of my colleague Ashley, who you were working with as well as the dealership on the repairs of your vehicle. She is out of the office at this time and I will be taking over the case from her. She had made an offer to you of the Extended Service Plan – Premium care, which does cover the vehicle for 6 years, 100,000 miles, whichever occurs first. The plan covers up to 1000 components and would give you peace of mind for any future repairs on your vehicle. Please respond to me via email if you do accept the offer, you can also reach me by phone at 888 214 2155 ext 77959. I would like to reach back out to you by Monday the 19th if I do not hear back Warmest Regards KAY HOTH Concierge Service Manager Lincoln Client Relationship Center Phone: 888-214-2155 ext: 77959 | eFax: 866-655-9818

2023-06-19 13:19:52

2023-06-19 16:39:21 COM denied GFR
CSM Kuljeet 77959 | OBE to CLT - [REDACTED] Good morning Mr [REDACTED] I am very sorry to hear what had occurred with your vehicle, as explained by Ashley in previous email's the vehicle's concern has been taken care of by the dealership. I would have to refer you back to the dealership for any trade in options for your vehicle, as Lincoln is not able to repurchase your vehicle back from you. The dealership would be able to provide you with other options when it comes to trading in your vehicle. If you do decide to take it further legally, as you do have the right as a consumer to do so. I would then at that time would no longer be able to assist you in any way and would need to close the case, I would like to reach back out to you by Wednesday the 21st to see what you had decided Warmest Regards KAY HOTH Concierge Service Manager Lincoln Client Relationship Center Phone: 888-214-2155 ext: 77959 | eFax: 866-655-9818

2023-06-21 19:41:06
CSM Kuljeet 77959 | OBE to CLT - [REDACTED]
Good afternoon Mr [REDACTED]
I was reaching out to see what you had decided at this point and if you had a chance to reach out to the dealership to discuss the other options they may have for you, when it comes to trading in your vehicle, I would still like to offer you the Extended Service Plan seeing as your vehicle has been repaired, and this will give you peace of mind in the future if the vehicle has to go back into the dealership for any other repairs? I would like to reach back out to you by next Wednesday to confirm if you would like to go ahead with the Extended Service Plan. Please reach out to me for any questions or concerns you may have.
Warmest Regards
Warmest Regards
KAY HOTH
Concierge Service Manager
Lincoln Client Relationship Center
Phone: 888-214-2155 ext: 77959 | eFax: 866-655-9818

2023-06-21 19:56:41 CSM Kuljeet 77959 | OBE from CLT - [REDACTED] Good afternoon Kay, We will accept your offer for the premium care. Please confirm once it is added of the VIN. Thank you. [REDACTED]

2023-06-21 19:58:37 CSM Kuljeet 77959 | OBE to CLT - [REDACTED] Mr [REDACTED] It usually takes about 5 business days to be added to your VIN, I will go ahead and reach back out to you by next Wednesday to confirm that it was added, I will need you to confirm a couple of things for me, as I have the vehicle under a different first name, I will need you to confirm the full name, address, phone number and email address on the account and if you can also confirm that the plan will be in their name, it is very important that it is in the name of the owner of the vehicle, if that is you, then I would need you to confirm your full name, address and best email address with phone number. Warmest Regards KAY HOTH Concierge Service Manager Lincoln Client Relationship Center Phone: 888-214-2155 ext: 77959 | eFax: 866-655-9818

2023-06-28 15:04:30 CSM Kuljeet 77959 | OBE to CLT - [REDACTED] Mr [REDACTED] I was still waiting on confirmation before I was able to add this to the VIN Can you please confirm the information that I was looking for in the email below. Once the information has been confirmed I can then add it to the VIN of the vehicle. I will be reaching back out by Wednesday of next week Warmest Regards KAY HOTH Concierge Service Manager Lincoln Client Relationship Center Phone: 888-214-2155 ext: 77959 | eFax: 866-655-9818

2023-07-05 16:20:51 CSM Kuljeet 77959 | OBE to CLT - [REDACTED] Good Afternoon, Mr. [REDACTED] We received notice at Lincoln Concierge that your 2019 Lincoln Navigator was towed in for service on 05/19/23. I have attempted to contact you but have been unable to reach you. As your Lincoln representative, I would like to respond to your contact and address your concerns. Please contact me at 888-214-2155 Ext: 77959 as we are genuinely interested in assisting clients with their Lincoln concerns or questions. You may also respond to this email if I can still be of any assistance to you. Warm Regards, KAY HOTH Concierge Service Manager Lincoln Client Relationship Center Phone: 888-214-2155 ext: 77959 | eFax: 866-655-9818

2023-07-07 13:31:19 CSM Kuljeet 77959 | OBE to CLT - [REDACTED] Hello Mr. [REDACTED] In reference to case: CAS-[REDACTED] Thank you for contacting Lincoln Motor Company and allowing us to assist you with your 2019 Lincoln Navigator regarding case CAS-[REDACTED] Partnering with Central Florida Lincoln. I am glad I was able to address the concern with your vehicle and get the parts expedited while keeping you updated throughout the process. I did try reaching out to you on a number of occasions, and I am sorry that we were not able to reconnect. As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding my efforts and your experience with me in completing your case – Lincoln and I value your feedback. You may receive an additional survey regarding your retailer and vehicle at a later date. Should you need to contact me again, you may reach me directly by email or by phone at 1-888-214-2155 ext.77959. If I'm unavailable, please leave me a detailed message, and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above. Thank you for being a valued client and a part of the extended Lincoln family. Warmest Regards KAY HOTH Concierge Service Manager Lincoln Client Relationship Center Phone: 888-214-2155 ext: 77959 | eFax: 866-655-9818

2023-07-07 15:04:15

CSM Kuljeet 77959 | Reference CAS [REDACTED] CLT responded back to EOC email and rather than re open the case i have created this one to add the premium care warranty as originally promised to the client

CASE ATTACHMENTS:

CASE NUMBER: CAS- [REDACTED] STATUS: Resolved
OPEN: 08-24-2023 CLOSED: 08-28-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION:
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - VehPay; ConExp; Refund |
DEALER NAME: Sam Galloway Ford, Inc.
PA CODE: 04845 DLR SALES CODE: 24480 REGION: S3 ZONE: S3A
VIN: 5LMJJ2TT9KE [REDACTED] MODEL YEAR: 2019 MODEL: NAVIGATOR MILEAGE: 46,237
BODY STYLE: J2T - NAVIGATOR 4X4 4DR BLK LBL
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Safe & Secure | Seat Belt | UNKNOWN | UNKNOWN
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM

COMMENTS:

- 2023-08-24 18:28:37 Rtl note- PER HOTLINE P8QB7006 WE ARE REPLACING THE RCM AND SEAT BELT PRETENSIONER. BOTH HAVE BEEN ORDERED Part # JL7Z78611B09AM RO #: [REDACTED] RO Open Date: 8/14/2023 RO Mileage: 46,237 Line: 03 Year/Model of Rental: 5LMCJ1C90JUL30377 First day: 8/14/2023 Rental Days total: 26 Rental Daily Rate: \$45.00 Total Cost: \$1170.00 Dealer Portion: 8/14-8/23 (10 days \$450.00 ESP Portion: Preimumcare ESP Lincoln Portion: 8/24-9/8 (16 days \$720.00) NEXT STEPS- Cnt S/A [REDACTED] get update on repair/ hotline/ Update rental 9/8
- 2023-08-24 18:31:29 OBE TO THE RTL "Randall Sellers" Hi [REDACTED] Good afternoon, I hope all is well with you, can you tell me if the part listed is on Emergency order? I need a copis case VOR opened please. Hotline hasn't received a reply since 8/17 Rtl note- PER HOTLINE P8QB7006 WE ARE REPLACING THE RCM AND SEAT BELT PRETENSIONER. BOTH HAVE BEEN ORDERED Part # JL7Z78611B09AM Rental: RO #: [REDACTED] RO Open Date: 8/14/2023 RO Mileage: 46,237 Line: 03 Year/Model of Rental: 5LMCJ1C90JU [REDACTED] First day: 8/14/2023 Rental Days total: 26 Rental Daily Rate: \$45.00 Total Cost: \$1170.00 Dealer Portion: 8/14-8/23 (10 days \$450.00 ESP Portion: Preimumcare ESP Lincoln Portion: 8/24-9/8 (16 days \$720.00) Thanks, Amanda Eldridge Concierge Service Manager Lincoln Customer Relationship Center Phone: 888-214-2155 ext: 77950 | eFax: 866-984-5190
- 2023-08-24 18:43:45 IBE FROM THE RTL Randall Sellers Hey Amanda, I just checked again and the part arrived today. Hotline instructed us to replace the RCM and the SeatBelt Pretensioner as it deployed without cause. The Pretensioner is what we've been waiting on. We should have this wrapped up tomorrow.... [REDACTED] Sellers Service Advisor Sam Galloway Lincoln 239-274-2372
- 2023-08-24 18:46:32 Rental: RO #: [REDACTED] RO Open Date: 8/14/2023 RO Mileage: 46,237 Line: 03 Year/Model of Rental: 5LMCJ1C90JU [REDACTED] First day: 8/14/2023 Rental Days total: 12 Rental Daily Rate: \$45.00 Total Cost: \$540.00 Dealer Portion: 8/14-8/23 (10 days \$450.00 ESP Portion: Preimumcare ESP Lincoln Portion: 8/24-8/25 (2 DAYS \$90.00) NEXT STEPS- CNT S/A [REDACTED] VEHICLE COMPLETE 8/28
- 2023-08-25 15:33:23 obe to the rtl Randall Sellers Hi [REDACTED] Is this vehicle complete? Thanks, Amanda Eldridge Concierge Service Manager Lincoln Customer Relationship Center Phone: 888-214-2155 ext: 77950 | eFax: 866-984-5190
- 2023-08-25 15:44:43 IBE FROM THE RTL Randall Sellers Hey Amanda,, I literally just had the keys dropped on my desk. I know the customer wants to pickup today, getting ready to call him now. [REDACTED] Sellers Service Advisor Sam Galloway Lincoln 239-274-2372
- 2023-08-25 15:49:21 IBE FROM THE RTL Randall Sellers No pudl . He dropped it off and will pick it back up. [REDACTED] Sellers Service Advisor Sam Galloway Lincoln 239-274-2372
- 2023-08-25 20:09:06 obe to the rtl Montgomery, Jessica When you can , I have this for Monday to cut p11 for rental Rental: RO #: [REDACTED] RO Open Date: 8/14/2023 RO Mileage: 46,237 Line: 03 Year/Model of Rental: 5LMCJ1C90JU [REDACTED] First day: 8/14/2023 Rental Days total: 12 Rental Daily Rate: \$45.00 Total Cost: \$540.00 Dealer Portion: 8/14-8/23 (10 days \$450.00 ESP Portion: Preimumcare ESP Lincoln Portion: 8/24-8/25 (2 DAYS) Amanda Eldridge Concierge Service Manager Lincoln Customer Relationship Center Phone: 888-214-2155 ext: 77950 | eFax: 866-984-5190
- 2023-08-28 13:09:23 IBE FROM THE RTL Jessica Montgomery Hi, Amanda, This customer has 10 days through ESP and was only in the rental for 11 days so there is no assistance, correct?
- 2023-08-28 13:10:04 NEXT STEPS-CSM CLOSE CASE

CASE ATTACHMENTS:

CASE NUMBER: CAS [REDACTED] STATUS: Resolved
OPEN: 09-28-2023 CLOSED: 09-28-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION:
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - Repair |
DEALER NAME: Lincoln of Melbourne
PA CODE: 11480 DLR SALES CODE: 25023 REGION: NE ZONE: NEE
VIN: 5LMJJ2LT8KE [REDACTED] MODEL YEAR: 2019 MODEL: NAVIGATOR MILEAGE: 36,789
BODY STYLE: J2L - NAVIGATOR 4X4 4DR RESERVE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Safe & Secure | Seat Belt | Front Passenger | Deployment (Unintended)
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM

COMMENTS:
2023-09-28 18:20:19 LTV N/S WSD 4/17/2019 4 years/ 5 months Subsequent owner Rtl note - CUSTOMER WAS PARKED WITH VEHICLE RUNNING, WAITING IN CAR WITH KIDS FOR HUBBY. HEARD A LOUD EXPLOSION SOUND THINKING SOMETHING HIT THE CAR. FOUND PASSENGER SIDE FRONT SEAT BELT LOCKED INTO PLACE WILL NOT RELEASE. BROUGHT TO DEALER TO INSPECT, DEALER FOUND PASSENGER SIDE SRS PRETENTIONER DEPLOYMENT. WILL NEED TO BE REPLACED AS THIS IS A SAFETY ISSUE NEXT STEP- CSM EMAIL RTL/ DENYING ASSISTANCE
2023-09-28 18:21:59 OBE TO THE RTL "Beth Lee" I received your case requesting assistance for client, [REDACTED]. Regrettably, this vehicle is outside of guidelines, and I am not able to assist. LTV N/S Thanks , Amanda Eldridge Concierge Service Manager Lincoln Customer Relationship Center
2023-09-28 18:22:13 NEXT STEPS- CSM CLOSE CASE

CASE ATTACHMENTS:

CASE NUMBER: CAS- [REDACTED] STATUS: Information Provided
OPEN: 10-02-2023 CLOSED: 11-15-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | FIN Assist Request | CCT Criteria |
DEALER NAME: Jim Click Ford Lincoln
PA CODE: 29559 DLR SALES CODE: REGION: W3 ZONE: W3A
VIN: 5lmjj2lt2ke [REDACTED] MODEL YEAR: 2019 MODEL: NAVIGATOR MILEAGE: 61,942
BODY STYLE: J2L - NAVIGATOR 4X4 4DR RESERVE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | AZ | | USA
HOME PHONE:
SYMPTOMS: Safe & Secure | Seat Belt | Front Driver | Deployment (Unintended)
ANALYST NAME: Roberta Brown OPEN ANALYST NAME: Roberta Brown

COMMENTS:

2023-10-02 19:38:19 CLT SAYS: CLT States that he was driving and heard an explosion and he seat belt unlatched and hit him in his chest he thought he was in the accident but it was his seat belt. CLT stated that he took his VEH to the RTL and the SA stated that the light that comes on mean the airbag is disabled. but he says that's not the problem. CLT wants FIN assist for cost of repair. PER CLT DLR SAYS: That the airbag disabled light comes on , and that the CLT seat belt exploded CSM ADVISED: I apologized to the CLT for the inconvenience and stated it may be the airbag because the CLT said he smelled the airbag dust smell but it did not deploy. I explained this to the CLT and he said a SA told him that the grenade has gone off and the seat belt has been destroyed NEXT STEPS : F/U With RTL to see what the diagnosis of the CLT VEH is to see if we are able to FIN assist.

2023-10-03 21:12:08

> OBC to RTL (520-570-7301)

SPOKE TO: SA Allan Heady

SA stated that the seat belt to the CLT VEH malfunction and to the seat belt exploding SA also stated that this malfunction has happened to multiple Lincoln Navigator VEHs that have been brought in lately. SA also stated that the incident had nothing to do with a accident or an airbag. SA also stated that her will do a GWG for the repair of the seat belt.

NEXT STEPS: F/U with CLT with the information that I received from the SA

2023-10-03 21:42:44

> OBC to CLT ([REDACTED]) SPOKE TO: No answer Left VM NEXT STEPS: F/U with CLT with the information that I received from the SA

2023-10-04 21:38:43

> OBC To CLT ([REDACTED]) SPOKE TO: TO CLT I called CLT to update him on the information that I received from the SA. SA stated : that the incident had nothing to do with a accident or an airbag. SA also stated that her will do a GWG for the repair of the seat belt. CLT also asked will the SA be able to provide a loaner VEH. I informed the CLT that I would reach out to the RTL tomorrow to see if they are able to provide a loaner and to see when they will be able to start the repair on his VEH. NEXT STEPS: F/U with SA to see if they are able to provide a Loaner VEH for the CLT.

2023-10-05 16:42:22

<<CSM (Elaine) x(77856) OBC to RTL (520-570-7301 SPOKE TO: Left VM I Called to speak to SM : Allan Heady to F/U on the repair process for the CLT VEH, but the SM did not answer so I left a VM. NEXT STEPS: Try calling the SM again today to get information on the CLT repair process.

2023-10-05 17:21:36

Good morning Mr.Heady. This is Elaine from Lincoln Motor Company, we recently spoke about, Mr. [REDACTED] Frazee Case. I received your portal message and you were supposed to send me a email. But I have not received it. For clarification my email address is : rbrow741@lincoln.com. Thank you for your continued support and making sure the client needs is your top priority.

- Best Regards, Elaine (Client Service Manager)

2023-10-09 22:21:43

Concern:

Customer heard a loud noise with seat belt buckled. After noise Drivers front seat belt locked up.

Cause:

Internal short in the pretensioner caused the grenade to go off locking up the seat belt.

Tech comments

verified and checked ssm's and tsb's, none related to customer concern hooked up FDRS and performed self-test on all modules found dtc: b007e:13 performed pinpoint test a, and found Front Seatbelt Retractor and Pretensioner and anchor internally failed recommend replacing.

JL1Z-78610E0E45-AN 142.89

JL7Z-78611B09-AL \$440.43

Labor 1.4 \$231.00

Total cost of repair \$814.32

2023-10-09 22:28:30 > OBC to RTL (520-570-7301) SPOKE TO:SA I informed the SA that I would only be able to cover half of the cost of repairs for the CLT VEH in the amount of 407.16 SA stated that she would pass the information on to the CLT SA Mr. Allan Heady. NEXT STEPS: F/u with CLT to inform him that I am only able to cover half of the cost of the repairs.

2023-10-09 22:37:58 > OBC to CLT () SPOKE TO: CLT I contacted the CLT to inform him that I am only able to cover half of the cost of repairs. NEXT STEPS: F/u with CLT on 10/19/2023 to see if part arrived for VEH repair.

2023-10-19 15:33:53 > OBC to RTL () SPOKE TO: SA Sam SA stated that SA Peter is in charge of the repair for the CLT VEH and he is not in yet, but she will give him my contact information to reach out to me once he is in. NEXT STEPS: F/U with the RTL to see if he is in, so that I can get the status of the repair.

2023-10-19 15:38:51 > OBC to CLT () SPOKE TO: CLT CLT informed me that the SA Peter is on vacation for two weeks , and that he's also on Vacation as well (the CLT). CLT also stated that SA peter informed him that the part will take 2 weeks to arrive and then the technician can start the repair. I ADV the CLT that I will F/U with him on 11/03/2023 after I reach out to the RTL to see if the part has arrived. NEXT STEPS: F/U with CLT on 11/03/2023 after I reach out to the RTL to see if the part has arrived.

2023-11-03 23:16:46 > OBC to CLT () SPOKE TO: CLT states that his VEH is now back on the road and it working properly. I offered a Limited Maintenance Plan as a GWG. I also explained the process of the ESP to the CLT. I ADV the CLT that I would F/U with him on 11/16/2023 to see if the ESP is active on his VIN. NEXT STEPS : F/U with CLT on 11/16/2023 to see if the ESP is active on his VIN.

2023-11-09 22:00:49 COM transmitted case number CASE NUMBER:

2023-11-10 19:48:37 > OBC to CLT () SPOKE TO: CLT I called CLT to explain how the ESP process work and I also let the CLT know that I will be reaching out to the RTL to pay half of his repair as well as a GWG CLT veh was at the RTL for 30 days, so I offered 2 GWG's on his behalf. NEXT STEPS : F/U with RTL to het correct amount of repair sent over to me via email.

2023-11-13 17:07:12 > OBC to RTL (520-570-7301) SPOKE TO: LEFT Message for SA to contact me back regarding P11 code. NEXT STEPS : F/U with SA later today 11/13/2023

2023-11-13 19:52:25 > OBC to RTL (520-519-7228) SPOKE TO: Tried reaching out to SA Alan again no answer left VM NEXT STEPS : Proceeded with F/U for 11/16/2023

2023-11-13 21:59:19 > OBC to CLT () SPOKE TO: No answer Left VM. NEXT STEPS : F/U with CLT via SMS .

2023-11-13 22:31:27 > OBC to CLT () SPOKE TO: CLT I called the CLT to see what amount he paid towards the repair the CLT stated that he paid \$400. I sent portal message to the RTL , because the SA still has not responded to me. NEXT STEPS : F/U with the status of the P11 on 11/16/2023

2023-11-15 21:19:55

2023-11-15 22:33:07

ACOM approval for GWG of \$415.41 for repair assistance.

HelloMr. ,

Thank you for contacting Lincoln Motor Company and allowing us to assist you with your2019 Lincoln Navigator regarding case:CAS . Partnering withJim Click Ford , I am glad I was able to resolve yourVehicle concerns.

The complimentary Lincoln Protect Limited MaintenancePlan that was added to your vehicle is to provide you with peace of mind knowing Lincoln has your back. This plan has a retail value of\$1,300.00 that covers youoil changes, tire rotations and multi-point inspectionand comes with other great benefits should you have an issue in the future. You get up to 12 uses out of this plan and is set to expire on November 09 ,2027. Also for your vehicle being down for more than 30 days I threw in a complimentary repair payment I the amount of 415.41 for the cost of repairs.

As I will be completing your case, please look for an email in the next 24 hours with a brief survey regarding my efforts and your experience with me in completing your case – Lincoln and I value your feedback. You may receive an additional survey regarding your retailer and vehicle at a later date.

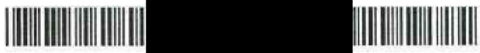
Should you need to contact me again, you may reach me directly at rbrow741@lincoln.com or by phone at 1-888-214-2155 ext. 77856. If I'm unavailable, please leave me a detailed message and I will return your call as soon as possible. Note: for a quicker response, please provide your case number indicated above.

Thank you for being a valued client and a part of the extended Lincoln family.

CASE ATTACHMENTS:
2023-11-09 21:54:55



 [.pdf](#)



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR PETER QUEZADA	6146	TAG NO. [REDACTED]	INVOICE DATE 11/06/23	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 61,942	COLOR /	STOCK NO.
TUCSON, AZ [REDACTED]	YEAR / MAKE / MODEL 19/LINCOLN TRUCK/NAVIGATOR/4DR 4WD R			DELIVERY DATE	DELIVERY MILES
NONE	VEHICLE I.D. NO. 5 L M J J 2 L T 2 K E [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		R.O. DATE 09/07/23	
					MO: 61946

JOB# 1 CHARGES-----

LABOR-----

J# 1 05FTZWAR9	GENERAL REPAIR	HOURS: 0.00	TECH(S):8317	0.00		
TECH#	DATE	START	FINISH	ACT TIME	DESCRIPTION	
8317	10/31/23	15.60	15.60	0.00	0.00	FINISHED
8317	10/31/23	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME		0.00	0.00			

C/S PHONE KEEPS OVERHEATING WHEN CONNECTED, DUPLICATED ON DRIVE ALSO SHUT PHONE DOWN (RO# [REDACTED] ADTE 8-1-23 TECH 8317)
see line 04 for SPW wireless charging pad

JOB# 4 CHARGES-----

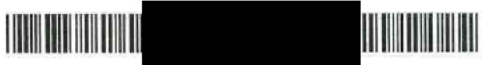
LABOR-----

J# 4 05FTZWAR7	GENERAL REPAIR	HOURS: 1.40	TECH(S):8317	231.00		
Added Operation (4PETERQ @ 09/07/2023 14:51)						
TECH#	DATE	START	FINISH	ACT TIME	DESCRIPTION	
8317	10/31/23	14.00	14.00	0.00	0.00	START STRAIGHT TIME
8317	10/31/23	14.00	14.80	0.80	0.80T	FINISH STRAIGHT TIME
8317	10/31/23	14.80	14.80	0.00	0.00	HOLD AUTHORIZATION
8317	10/31/23	15.00	15.00	0.00	0.00	START STRAIGHT TIME
8317	10/31/23	15.00	15.60	0.60	0.60T	FINISH STRAIGHT TIME
8317	10/31/23	15.60	15.60	0.00	0.00	FINISHED
8317	10/31/23	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME		1.40	1.40			

C/S PHONE KEEPS OVERHEATING WHEN CONNECTED, DUPLICATED ON DRIVE ALSO SHUT PHONE DOWN C/A
CASUAL: 19J235
SPW REFERENCE RO # [REDACTED] 08/01/2023 61,343 MILES
verified and checked ssm's and tsb's, none related to customer concern hooked up FDRS and performed self test on all modules no dtc's were received performed pinpoint test b, b1 no dtc's present contacted technical support contact ID: 120157425 tested wireless charging pad with multiple phones Iphone and android with a/c on max windows rolled up and vehicle is under shade will concern present instructed by technical support to replace charging pad, r&i floor console front trim panel, r&i side trim panels, r&i lower side trim panels, r&i upper console trim panels, r&i floor console top plate, r&r Wireless Accessory Charging Module and performed PMI, good, retested system operations good, mtime used to r&r Wireless Accessory Charging Module for no labor operations on slts

PARTS-----	QTY--	FP-NUMBER-----	DESCRIPTION-----	U/COST---	E/COST----	U/PRICE	
	1	LL7Z-19J235-A	MODULE - WIREL	63.70	63.70	114.60	114.60
			COST TOTAL		63.70		
			TOTAL - PARTS				114.60

CHARGED NOV 06 2023



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR PETER QUEZADA	TAG NO. 6146	INVOICE DATE 11/06/23	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 61,942	COLOR /
TUCSON, AZ [REDACTED]	YEAR / MAKE / MODEL 19/LINCOLN TRUCK/NAVIGATOR/4DR 4WD R			DELIVERY DATE
NONE	VEHICLE I.D. NO. 5 L M J J 2 L T 2 K [REDACTED]			DELIVERY MILES
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 09/07/23	PRODUCTION DATE
[REDACTED]	COMMENTS			MO: 61946

JOB# 4 TOTALS-----
 LABOR 231.00
 PARTS 114.60
 JOB# 4 JOURNAL PREFIX FJWS JOB# 4 TOTAL 345.60

JOB# 5 CHARGES-----

LABOR-----
 J# 5+05FTZINH1 GENERAL REPAIR HOURS: 1.50 TECH(S):8317 247.50
 Added Operation (4PETERQ @ 09/28/2023 06:29)

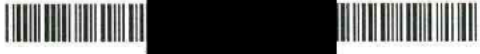
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
8317	10/31/23	13.10	14.00	0.90	0.00	FINISHED
8317	10/31/23	15.60	15.70	0.10	0.00	FINISHED
8317	10/31/23	0.00	0.00	0.00	2.00	FINISHED
TOTAL TECH TIME				1.00	2.00	

C/S DRIVERS FRONT SEATBELT LOCKED UP AND SEEM TO RUPTURE WHILE DRIVING C/A verified and checked ssm's and tsb's, none related to customer concern hooked up FDRS and performed self test on all modules found dtc: b0070:13 performed pinpoint test j, a1 yes dtc: b0070:13 present, a2 no pid does not read within values (65ohms), a3 no pid reads higher than the values (65ohms), a6 yes resistances is less than 3ohms (1ohm) upon further inspection of Front Seatbelt Anchor and Pretensioner deployed causing Front Seatbelt Retractor and Pretensioner to lock up will need replacing of both components. r&i driver's side upper and lower b-pillars to gain access also r&i center console to access RCM for pinpoint test a6. r&r driver's front seat belt retractor and anchor good, cleared all dtc's, none returned retested system operations and road tested, good

PARTS-----QTY	FP-NUMBER-----	DESCRIPTION-----	U/COST---	E/COST----	U/PRICE
1	JL7Z-78611B09-AL	SEAT BELT ASY	244.82	244.82	440.43
1	JL1Z-78610E45-AN	PRETENSIONER	79.43	79.43	142.89
COST TOTAL			324.25		
TOTAL - PARTS					583.32

JOB# 5 TOTALS-----
 LABOR 247.50
 PARTS 583.32
 JOB# 5 JOURNAL PREFIX FJWS JOB# 5 TOTAL 830.82

COMMENTS-----
 256-1263
 IN HOUSE RENTAL #636 EDGE 9/28/23
 PARTS \$ 131.65
 TAX \$ 11.45
 LABOR 1.5 X \$ 169.00 = \$ 253.50
 TOTAL \$ 253.50
 RENTAL 5 DAYS =
 EMAIL RICK.BLACK@ASSURANCT.COM
 PICTURE OF SEATBELT AND REPAIR ORDER, TENSIONER AND VIN AND MILEAGE.



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR PETER QUEZADA	6146	TAG NO. [REDACTED]	INVOICE DATE 11/06/23	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 61,942	COLOR /	STOCK NO.
TUCSON, AZ [REDACTED]	YEAR / MAKE / MODEL 19/LINCOLN TRUCK/NAVIGATOR/4DR 4WD R			DELIVERY DATE	DELIVERY MILES
NONE	VEHICLE I.D. NO. 5 L M J J 2 L T 2 K E [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 09/07/23		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 61946

COMMENTS-----
 AUTH# 36176570
 5 DAYS RENTAL X \$35.00 = \$175.00
 TOTAL /W RENTAL = 471.60
 DED \$ 100.00
 EMAIL FEPAYMENTS@ASSURANT.COM
 RENTAL RETURNED 10/2/23 5 DAYS
 H/PARTS 1 WEEK OUT 10/2/2023
 EMAIL FOR PAYMENT WHEN FINISHED 10/3/2023
 IN HOUSE RENTAL #607 EDGE 10/26/23 RETURNED #607 11/1/23
 IN HOUSE RENTAL #649 ESCAPE 11/1/23

GCT LINCOLN GOODWILL \$407.16
 warranty paid \$471.60 11/2/23 irats

	R/O TAX	0.00
	R/O TOTALS	1176.42

CLAIM TOTALS 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00

 APPROVED BY SIGNATURE
 ***** PRE - INVOICE *****

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	W.S.
08/17/23	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	99 C	70FTZFHOUSE	IN
08/01/23	[REDACTED]	61343	6146	[REDACTED]	8185 W 9427 W 8317 C 99 C	03FTZ05 08FTZWAR9 05FTZWAR9 80FTZRECALL-CK	HE AU GE CH

S E R V I C E

SALESPERSON NO.

Open Per Alan @ Linco. Wash

VEHICLE ID NO: **5LMJJ2LT2KE** YEAR/MAKE/MODEL: **19/LINCOLN TRUCK/NAVIGATOR/4DR 4WD** STOCK NO. [REDACTED] LICENSE NO. [REDACTED]

CUSTOMER NO. [REDACTED] SERVICE CONTRACT: **WARRANTY** DELIVERY DATE [REDACTED] DELIVERY MILES [REDACTED] SELLING DEALER NO. [REDACTED] R.O. DATE: **09/07/23**

TUCSON, AZ [REDACTED] COLOR [REDACTED] EXPIRATION DATE: **03/03/30** EXPIRATION MILES: **100,000**

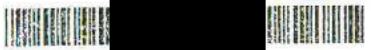
TURBO: **Y** M/M/C: **F0ZZ** AIR COND.: **Y** P/S: **Y** TRANS: **A** MILEAGE: **61,942** ADVISOR NO: **6146** PRODUCTION DATE [REDACTED]

RESIDENCE PHONE [REDACTED] TIME RECEIVED: **08:12am** I hereby authorize the repair work to be done along with the necessary materials. Jim Click Automotive Group and its employees may operate vehicle for the purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount thereto. Jim Click Automotive Group will not be held responsible for lost or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond it's control.

BUSINESS PHONE [REDACTED] LABOR RATE [REDACTED] IN SERVICE DATE [REDACTED] MILEAGE OBT: **66,946**

DATE/TIME PROMISED: **09/08/23 02:00pm** PRIORITY: **1** DATE VEHICLE RECEIVE FOR REPAIRS [REDACTED] DATE OWNER NOTIFIED REPAIR COMPLETION [REDACTED]

PRELIMINARY ESTIMATE [REDACTED] ENVIRONMENTAL SURCHARGE: **X** SIGNED X _____



STATE REG# 2

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

COMMENTS : 256-1263

1 **W * 05FTZWAR9 GENERAL REPAIR**
C/S PHONE KEEPS OVERHEATING WHEN CONNECTED, DUPLICATED ON DRIVE ALSO SHUT PHONE DOWN (RO# [REDACTED] ADTE 8-1-23 TECH 8317)

2 **C * 05FTZWAR8 GENERAL REPAIR**
C/S ABS LIGHT IS ON

Tech# **8317**

Failure Part [REDACTED]

Failure Code [REDACTED]

Operation **42** Time [REDACTED]

Tech# **8317**

Failure Part [REDACTED]

Failure Code [REDACTED]

Operation [REDACTED] Time [REDACTED]

Tech# [REDACTED]

Failure Part [REDACTED]

Failure Code [REDACTED]

Operation [REDACTED] Time [REDACTED]

PROGRAM CODE(S) [REDACTED] APPROVAL CODE OR NO. [REDACTED] COMMITMENT CODE [REDACTED]

REPAIR [REDACTED]

REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABORS\$ _____ ESTIMATE DOES NOT INCLUDE TAX

BY _____

PERSON TALKED TO _____

PHONE _____ IN PERSON

DATE _____ TIME _____ PHONE

2ND REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABORS\$ _____ ESTIMATE DOES NOT INCLUDE TAX

BY _____

PERSON TALKED TO _____

PHONE _____ IN PERSON

DATE _____ TIME _____ PHONE

DATE INSTALLED [REDACTED] ACCRUED MILEAGE [REDACTED] ORIGINAL R.O NUMBER [REDACTED]

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/17/23	[REDACTED]	6146	[REDACTED]	[REDACTED]	99 C	70FTZFHOUSE	IN HOUSE LOANER
08/01/23	[REDACTED]	61343	6146	[REDACTED]	8185 W 9427 W 8317 C 99 C	03FTZ05 08FTZWAR9 05FTZWAR9 80FTZRECALL-CK	HEAVY LINE AUTO TRANSMISSION GENERAL REPAIR CHECK FOR RECALLS

S E R V I C E

SALESPERSON NO.

VEHICLE ID NO. 5LMJJ2LT2KE	YEAR/MAKE/MODEL 19/LINCOLN TRUCK/NAVIGATOR/4DR 4WD	STOCK NO.	LICENSE NO.
CUSTOMER NAME RANDY SCOTT FRAZEE	SERVICE CONTRACT 1241222 WARRANTY	DELIVERY DATE	DELIVERY MILES
ADDRESS TUCSON, AZ	COLOR	EXPIRATION DATE 03/03/30	EXPIRATION MILES 100,000
TURBO Y	MM/C F0ZZ	AIR COND. Y	PS Y
TRANS A	MILEAGE 61,942	ADVISOR NO. 6146	PRODUCTION DATE
TIME RECEIVED 08:12am	I hereby authorize the repair work to be done along with the necessary materials. Jim Click Automotive Group and its employees may operate vehicle for the purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount thereto. Jim Click Automotive Group will not be held responsible for lost or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond it's control.		
LABOR RATE	OUR LABOR CHARGE ARE BASED ON A FLATE RATE OR FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMTN FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.		
DATE/TIME PROMISED 09/08/23 02:00pm	PRIORITY 1	DATE VEHICLE RECEIVE FOR REPAIRS	
PRELIMINARY ESTIMATE	ENVIRONMENTAL SURCHARGE X	DATE OWNER NOTIFIED REPAIR COMPLETION	
ADVISOR: PETER QUEZADA		SIGNED X _____	

JOB LABOR INSTRUCTIONS

6 + **C * 05FTZCUS5** **GENERAL REPAIR**
 "CUSTOMER STATES AUTO STOP START IS ON BUT IS NOT FUNCTIONING CORRECTLY, WILL NOT TURN OFF WHEN AT A COMPLETE STOP.

Beff

Tech#
8317

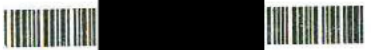
7 + **C * 70FTZRENTCUS** **SUBLET RENTAL**
RENTAL CUSTOMER PAY

*8 C
Beff install
8317 .5*

Operation Time
1.0

Operation Time

Operation Time



STATE REG# 2

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

PROGRAM CODE(S)	APPROVAL CODE OR NO.	COMMITMENT CODE
REPAIR 1		
REVISED ESTIMATE PARTS & LABOR		
REVISED EST. PARTS & LABORS	ESTIMATE DOES NOT INCLUDE TAX	BY _____
PERSON TALKED TO	PHONE	DATE
2ND REVISED ESTIMATE PARTS & LABOR		
REVISED EST. PARTS & LABORS	ESTIMATE DOES NOT INCLUDE TAX	BY _____
PERSON TALKED TO	PHONE	DATE
DATE INSTALLED	ACCRUED MILEAGE	ORIGINAL R.O NUMBER
MO. DAY YR.	NO TENTHS	

Prem Care

CELL. [REDACTED]

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/01/23	[REDACTED]	61343	6146	99	C	70FTZFHOUSE	[REDACTED]
				8185	W	03FTZ05	[REDACTED]
				9427	W	08FTZWAR9	[REDACTED]
				8317	C	05FTZWAR9	[REDACTED]
				99	C	80FTZRECALL-CK	[REDACTED]

S E R V I C E

SALESPERSON NO.

VEHICLE ID NO. **5LMJJ2LT2KE** YEAR/MAKE/MODEL **19/LINCOLN TRUCK/NAVIGATOR/4DR 4WD** STOCK NO. [REDACTED] LICENSE NO. [REDACTED]

CUSTOMER NO. [REDACTED] SERVICE CONTRACT [REDACTED] WARRANTY DELIVERY DATE [REDACTED] DELIVERY MILES [REDACTED] SELLING DEALER NO. [REDACTED] R.O. DATE **09/07/23**

TUCSON, AZ [REDACTED] COLOR [REDACTED] CONTRACT NO. [REDACTED] EXPIRATION DATE **03/03/30** EXPIRATION MILES **100,000**

TURBO **Y** W/MC **F0ZZ** AIR COND. **Y** PS **Y** TRANS **A** MILEAGE **61,942** ADVISOR NO. **6146** PRODUCTION DATE [REDACTED]

REFERENCE PHONE [REDACTED] TIME RECEIVED **08:12am**

BUSINESS PHONE [REDACTED] LABOR RATE [REDACTED]

DATE/TIME PROMISED **09/08/23 02:00pm** PRIORITY **25**

PRELIMINARY ESTIMATE [REDACTED] ENVIRONMENTAL SURCHARGE **X**

ADVISOR: **PETER QUEZADA** SIGNED X _____

OUR LABOR CHARGE ARE BASED ON A FLATE RATE OR FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMTN FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

IN SERVICE DATE [REDACTED] MILEAGE OUT [REDACTED]

DATE VEHICLE RECEIVE FOR REPAIRS [REDACTED] DATE OWNER NOTIFIED REPAIR COMPLETION [REDACTED]

MO. DAY YR. MO. DAY YR.

AUTHORIZATION [REDACTED]

JOB LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL **0.00**

X _____

COMMENTS :
256-1263

1 **C * 05FTZWAR9 GENERAL REPAIR**
C/S PHONE KEEPS OVERHEATING WHEN CONNECTED, DUPLICATED ON DRIVE ALSO SHUT PHONE DOWN (RO# [REDACTED] ADTE 8-1-23 TECH 8317)
Thursday

2 **C * 05FTZWAR8 GENERAL REPAIR**
C/S ABS LIGHT IS ON

Tech# **8317**

Failure Part [REDACTED]

Failure Code [REDACTED]

Operation [REDACTED] Time [REDACTED]

Tech# [REDACTED]

Failure Part [REDACTED]

Failure Code [REDACTED]

Operation [REDACTED] Time [REDACTED]

Tech# [REDACTED]

Failure Part [REDACTED]

Failure Code [REDACTED]

Operation [REDACTED] Time [REDACTED]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

PROGRAM CODE(S) [REDACTED] APPROVAL CODE OR NO. [REDACTED] COMMITMENT CODE [REDACTED]

REPAIR 1 [REDACTED]

REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABORS \$ _____ ESTIMATE DOES NOT INCLUDE TAX

BY _____

PERSON TALKED TO _____

PHONE _____ DATE _____ TIME _____ IN PERSON PHONE

2ND REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABORS \$ _____ ESTIMATE DOES NOT INCLUDE TAX

BY _____

PERSON TALKED TO _____

PHONE _____ DATE _____ TIME _____ IN PERSON PHONE

DATE INSTALLED [REDACTED] ACQUIRED MILEAGE [REDACTED] ORIGINAL R.O NUMBER [REDACTED]

MO. DAY YR. NO TENTHS

SERVICE HISTORY

DATE	REFR. ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/01/23	[REDACTED]	61343	6146		99 C	70FTZFHOUSE	IN HOUSE LOANER
					8185 W	03FTZ05	HEAVY LINE
					9427 W	08FTZWAR9	AUTO TRANSMISSION
					8317 C	05FTZWAR9	GENERAL REPAIR
					99 C	80FTZRECALL-CK	CHECK FOR RECALLS

S E R V I C E

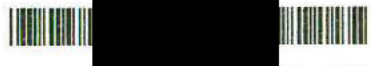
SALESPERSON NO.

VEHICLE NO. 51M121T2KE	YEAR/MAKE/MODEL 19/LINCOLN TRUCK/NAVIGATOR/4DR 4WD	STOCK NO.	LICENSE NO.	R.O. NO.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	WARRANTY	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. R.O. DATE 09/07/23
TUCSON, AZ	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
			03/03/30	100,000
TURBO Y	MAINT. FOZZ Y	AIR COND. Y	PS. Y	TRANS. A
				MILEAGE 61,942
				ADVISOR NO. 6146
				PRODUCTION DATE

DATE/TIME PROMISED 09/08/23 02:00pm	PRIORITY 25	ENVIRONMENTAL SURCHARGE X	OUR LABOR CHARGE ARE BASED ON A FLATE RATE OR FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREM TN FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY HTEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANGE.
ADVISOR: PETER QUEZADA	SIGNED X		
DATE VEHICLE RECEIVE FOR REPAIRS	DATE OWNER NOTIFIED REPAIR COMPLETION		
MO. DAY YR.	MO. DAY YR.		

JOB LABOR INSTRUCTIONS

3	C * 80FTZRECALL-CK	CHECK FOR RECALLS	Tech#
	CHECK MANUFACTURER WEBSITE FOR ANY OPEN RECALLS, AND ATTACH REPORT TO HARD COPY. NOTIFY THE CUSTOMER OF ANY OPEN RECALLS FOR MANUFACTURERS OTHER THAN FORD OR LINCOLN. IF NO OPEN RECALLS. CLOSE THE LINE WITH		Failure Part
			Failure Code
			Operation Time
			Tech#
			Failure Part
			Failure Code
			Operation Time
			Tech#
			Failure Part
			Failure Code
			Operation Time



STATE REG# 2

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
PROGRAM CODE(S)	APPROVAL CODE OR NO.	COMMITMENT CODE	
REPAIR 1			

REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABOR\$ _____ ESTIMATE DOES NOT INCLUDE TAX

BY _____

PERSON TALKED TO _____

PHONE _____ IN PERSON

DATE _____ TIME _____ PHONE

2ND REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABOR\$ _____ ESTIMATE DOES NOT INCLUDE TAX

BY _____

PERSON TALKED TO _____

PHONE _____ IN PERSON

DATE _____ TIME _____ PHONE

DATE INSTALLED	ACCURIED MILEAGE	ORIGINAL R.O NUMBER
MO. DAY YR.	NO TENTHS	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/01/23	[REDACTED]	61343	6146		99 C	03FTZ01	HEAVY LINE
					8185 W	70FTZHOUSE	IN HOUSE LOANER
					9427 W	03FTZ05	HEAVY LINE
					8317 C	08FTZWAR9	AUTO TRANSMISSION
					99 C	05FTZWAR9	GENERAL REPAIR
						80FTZRECALL-CK	CHECK FOR RECALLS

S E R V I C E

VEHICLE ID NO. **5LMJJ2LT2KE** YEAR/MAKE/MODEL **19/LINCOLN TRUCK/NAVIGATOR/4DR 4WD** STOCK NO. [REDACTED] LICENSE NO. [REDACTED] R.O. NO. [REDACTED]

CUSTOMER NO. [REDACTED] SERVICE CONTRACT **WARRANTY** DELIVERY DATE [REDACTED] DELIVERY MILES [REDACTED] SELLING DEALER NO. [REDACTED] R.O. DATE **09/07/23**

TUCSON, AZ [REDACTED] CONTRACT NO. **100- [REDACTED]** EXPIRATION DATE **03/03/30** EXPIRATION MILES **100,000** TAG NO. [REDACTED]

TURBO **Y** M/M/C **FOZZ** AIR COND. **Y** P.S. **Y** TRANS **A** MILEAGE **61,942** ADVISOR NO. **6146** PRODUCTION DATE [REDACTED]

TIME RECEIVED **08:12am** LABOR RATE [REDACTED]

DATE/TIME PROMISED **09/08/23 02:00pm** PRIORITY **1**

PRELIMINARY ESTIMATE [REDACTED] ENVIRONMENTAL SURCHARGE ADVISOR: **PETER QUEZADA**

SIGNED X _____

OUR LABOR CHARGE ARE BASED ON A FLATE RATE OR FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMNTN FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MY HTEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

IN SERVICE DATE [REDACTED] MILEAGE OUT [REDACTED]

DATE VEHICLE RECEIVE FOR REPAIRS [REDACTED] DATE OWNER NOTIFIED REPAIR COMPLETION [REDACTED]

MO. DAY YR. MO. DAY YR.

AUTHORIZATION [REDACTED]

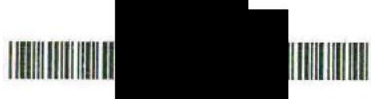
JOB	LABOR INSTRUCTIONS	Tech#
8 +	C * 05FTZZ10654-B REPLACE BATTERY BATT	
9 +	C * 05FTZZSRS3 front seat belt locked up AIRBAG CONCERN	
10 +	C 90FTZLINCOLN CUSTOMER OFFERED LINCOLN CAR WASH LINCOLN WASH	

Dead Battery

By 5:00 wed

5138

1-0



STATE REG# 2

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

PROGRAM CODE(S) [REDACTED] APPROVAL CODE OR NO. [REDACTED] COMMITMENT CODE [REDACTED]

REPAIR 1 [REDACTED]

REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABOR\$ _____ ESTIMATE DOES NOT INCLUDE TAX

BY _____

PERSON TALKED TO _____

PHONE _____ IN PERSON

DATE _____ TIME _____ PHONE

2ND REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABOR\$ _____ ESTIMATE DOES NOT INCLUDE TAX

BY _____

PERSON TALKED TO _____

PHONE _____ IN PERSON

DATE _____ TIME _____ PHONE

DATE INSTALLED [REDACTED] ACQUIRED MILEAGE [REDACTED] ORIGINAL R.O NUMBER [REDACTED]

MO. DAY YR. NO TENTHS

SERVICE HISTORY

DATE	REP	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/01/23	[REDACTED]	61343	6146		99 C	70FTZFHOUSE	IN HOUSE LOANER
					8185 W	03FTZ05	HEAVY LINE
					9427 W	08FTZWAR9	AUTO TRANSMISSION
					8317 C	05FTZWAR9	GENERAL REPAIR
					99 C	80FTZRECALL-CK	CHECK FOR RECALLS

S E R V I C E

SALESPERSON NO.

VEHICLE MAKE/TYPE: [REDACTED] 19 LINCOLN TRUCK/NAVIGATOR/4DR 4WD STOCK NO. [REDACTED] LICENSE NO. [REDACTED]

CL [REDACTED] SERVICE CONTRACT: WARRANTY DELIVERY DATE [REDACTED] DELIVERY MILES [REDACTED] SELLING DEALER NO. [REDACTED] R.O. DATE: 09/07/23

TUCSON, AZ COLOR [REDACTED] EXPIRATION DATE: 03/03/30 EXPIRATION MILES: 100,000 TAG [REDACTED]

TURN Y MED POZZ Y AIR COND. P.S. Y TRANS A MILEAGE: 61,942 ADVISOR: 6146 PRODUCTION DATE [REDACTED]

R [REDACTED] TIME RECEIVED: 08:12am

B [REDACTED] LABOR RATE [REDACTED]

DATE WORK PROMISED: 09/08/23 02:00pm PRIORITY: 1

PRELIMINARY ESTIMATE \$ [REDACTED] ENVIRONMENTAL SURCHARGE [REDACTED] ADVISOR: PETER QUEZADA

SIGNED X [REDACTED]

I hereby authorize the repair work to be done along with the necessary materials. Jim Click Automotive Group and its employees may operate vehicle for the purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount thereto. Jim Click Automotive Group will not be held responsible for lost or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond it's control.

OUR LABOR CHARGE ARE BASED ON A FLATE RATE OR FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMNTN FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MY HIEREFORBE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANGE.

IN SERVICE DATE [REDACTED] MILEAGE OUT [REDACTED]

DATE VEHICLE RECEIVE FOR REPAIRS [REDACTED] DATE OWNER NOTIFIED REPAIR COMPLETION [REDACTED]

MO. DAY YR. MO. DAY YR. AUTHORIZATION [REDACTED]

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 930.49

X [REDACTED]

COMMENTS :
256-1263

IN HOUSE RENTAL #636 EDGE 9/28/23
PARTS \$ 131.65
TAX \$ 11.45
LABOR 1.5 X \$ 169.00 = \$ 253.50
TOTAL \$ 253.50
RENTAL 5 DAYS =
EMAIL RICK.BLACK@ASSURANCT.COM
PICTURE OF SEATBELT AND REPAIR ORDER, TENSIONER AND VIN AND MILEAGE.
AUTH# 36176570
5 DAYS RENTAL X \$35.00 = \$175.00
TOTAL /W RENTAL = 471.80
DED \$ 100.00
EMAIL FEPAYMENTS@ASSURANT.COM
RENTAL RETURNED 10/2/23 5 DAYS
H/PARTS 1 WEEK OUT 10/2/2023
EMAIL FOR PAYMENT WHEN FINISHED 10/3/2023

1 W * 05FTZWAR9 GENERAL REPAIR
C/S PHONE KEEPS OVERHEATING WHEN CONNECTED, DUPLICATED ON DRIVE ALSO SHUT PHONE DOWN (RO# [REDACTED] ADTE 8-1-23 TECH 8317)

Tech# [REDACTED]
Failure Part [REDACTED]
Failure Code [REDACTED]
Operation [REDACTED] Time [REDACTED]
Tech# [REDACTED]
Failure Part [REDACTED]
Failure Code [REDACTED]
Operation [REDACTED] Time [REDACTED]



STATE REG# 2

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

PROGRAM CODE(S) [REDACTED] APPROVAL CODE OR NO. [REDACTED] COMMITMENT CODE [REDACTED]

REPAIR 1 [REDACTED]

REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABORS \$ [REDACTED] ESTIMATE DOES NOT INCLUDE TAX

BY [REDACTED]

PERSON TALKED TO [REDACTED]

PHONE [REDACTED] DATE [REDACTED] TIME [REDACTED] IN PERSON PHONE

2ND REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABORS \$ [REDACTED] ESTIMATE DOES NOT INCLUDE TAX

BY [REDACTED]

PERSON TALKED TO [REDACTED]

PHONE [REDACTED] DATE [REDACTED] TIME [REDACTED] IN PERSON PHONE

DATE INSTALLED [REDACTED] ACCRUED MILEAGE [REDACTED] ORIGINAL R.O NUMBER [REDACTED]

SERVICE HISTORY

CELL: [REDACTED]

DATE	REPAIR	VEHICLE	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/01/23	[REDACTED]	[REDACTED]	61343	6146		99 C 8185 W 9427 W 8317 C 99 C	70FTZFHOUSE 03FTZ05 08FTZWAR9 05FTZWAR9 80FTZRECALL-CK	IN HOUSE LOANER HEAVY LINE AUTO TRANSMISSION GENERAL REPAIR CHECK FOR RECALLS

S E R V I C E

SALESPERSON NO. [REDACTED]

VEHICLE NO. 5LMJJ2LT2KE [REDACTED]

YEAR/MAKE/MODEL 19/LINCOLN TRUCK/NAVIGATOR/4DR 4WD

STOCK NO. [REDACTED] LICENSE NO. [REDACTED]

WARRANTY [REDACTED] DELIVERY DATE [REDACTED] DELIVERY MILES [REDACTED] SELLING DEALER NO. [REDACTED] [REDACTED] 09/07/23

TUCSON, AZ [REDACTED]

COLOR [REDACTED] CONTRACT NO. [REDACTED] EXPIRATION DATE 03/03/30 EXPIRATION MILES 100,000

TURBO Y MISC POZZ Y AIR COND. Y PS Y TRANS A MILEAGE 61,942 ADVISOR 6146 PRODUCTION DATE [REDACTED]

TIME RECEIVED 08:12am

LABOR RATE [REDACTED]

DATE TIME PROVIDED 09/08/23 02:00pm PRIORITY 1

PRELIMINARY ESTIMATE \$ [REDACTED] ENVIRONMENTAL SURCHARGE [REDACTED]

ADVISOR: PETER QUEZADA

SIGNED X [REDACTED]

OUR LABOR CHARGE ARE BASED ON A FLATE RATE OR FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMNTN FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MY HTERFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

IN SERVICE DATE [REDACTED] MILEAGE OUT [REDACTED]

DATE VEHICLE RECEIVE FOR REPAIRS [REDACTED] DATE OWNER NOTIFIED REPAIR COMPLETION [REDACTED]

MO. DAY YR. MO. DAY YR.

AUTHORIZATION [REDACTED]

JOB LABOR INSTRUCTIONS

2	C * 05FTZWAR8 C/S ABS LIGHT IS ON	GENERAL REPAIR	Tech# [REDACTED]
			Failure Part [REDACTED]
			Failure Code [REDACTED]
		Operation [REDACTED]	Time [REDACTED]
		Tech# [REDACTED]	
		Failure Part [REDACTED]	
		Failure Code [REDACTED]	
		Operation [REDACTED]	Time [REDACTED]
		Tech# [REDACTED]	
		Failure Part [REDACTED]	
		Failure Code [REDACTED]	
		Operation [REDACTED]	Time [REDACTED]
4 +	W * 05FTZWAR7 C/S SERVICE PART WARRANTY WIRELESS CHARGING PAD	GENERAL REPAIR	



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

PROGRAM CODE(S) [REDACTED] APPROVAL CODE OR NO. [REDACTED] COMMITMENT CODE [REDACTED]

REPAIR 1 [REDACTED]

REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABORS \$ [REDACTED] ESTIMATE DOES NOT INCLUDE TAX [REDACTED]

BY [REDACTED]

PERSON TALKED TO [REDACTED]

PHONE [REDACTED] DATE [REDACTED] TIME [REDACTED] IN PERSON PHONE

2ND REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABORS \$ [REDACTED] ESTIMATE DOES NOT INCLUDE TAX [REDACTED]

BY [REDACTED]

PERSON TALKED TO [REDACTED]

PHONE [REDACTED] DATE [REDACTED] TIME [REDACTED] IN PERSON PHONE

DATE INSTALLED [REDACTED] ACCRUED MILEAGE [REDACTED] ORIGINAL R.O NUMBER [REDACTED]

MO. DAY YR. NO TENTHS

SERVICE HISTORY

DATE	REPAIR	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/01/23	[REDACTED]	61343	6146		99 C 8185 W 9427 W 8317 C 99 C	70FTZFHOUSE 03FTZ05 08FTZWAR9 05FTZWAR9 80FTZRECALL-CK	IN HOUSE LOANER HEAVY LINE AUTO TRANSMISSION GENERAL REPAIR CHECK FOR RECALLS

S E R V I C E

SALESPERSON NO.

VEHICLE NO. **5LMJ2LT2KE** YEAR/MAKE/MODEL **19/LINCOLN TRUCK/NAVIGATOR/4DR 4WD** STOCK NO. [REDACTED] LICENSE NO. [REDACTED]

CLERK [REDACTED] SERVICE TYPE **WARRANTY** DELIVERY DATE [REDACTED] DELIVERY MILES [REDACTED] SELLING DEALER NO. [REDACTED] R.O. DATE **09/07/23**

TUCSON, AZ [REDACTED] COLOR [REDACTED] EXPIRATION DATE **03/03/30** EXPIRATION MILES **100,000** TAG [REDACTED]

TURN [REDACTED] MILES [REDACTED] AIR COND. [REDACTED] P.S. [REDACTED] Y TRANS [REDACTED] A MILEAGE **61,942** ADVISOR [REDACTED] 6146 PRODUCTION DATE [REDACTED]



STATE REG# 2

TIME RECEIVED **08:12am**

LABOR RATE [REDACTED]

DATE TIME PROVIDED **09/08/23 02:00pm** PRIORITY **1**

PRELIMINARY ESTIMATE [REDACTED] ENVIRONMENTAL SURCHARGE [REDACTED]

ADVISOR: **PETER QUEZADA**

SIGNED X _____

OUR LABOR CHARGE ARE BASED ON A FLATE RATE OR FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMNTN FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MY HTEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

IN SERVICE DATE [REDACTED] MILEAGE OUT [REDACTED]

DATE VEHICLE RECEIVE FOR REPAIRS [REDACTED] DATE OWNER NOTIFIED REPAIR COMPLETION [REDACTED]

MO. DAY YR. MO. DAY YR. AUTHORIZATION [REDACTED]

JOB LABOR INSTRUCTIONS

5 + **C * 05FTZINH1 GENERAL REPAIR**
C/S DRIVERS FRONT SEATBELT LOCKED UP AND SEEM TO RUPTURE WHILE DRIVING

6 + **C * 05FTZCUS5 GENERAL REPAIR**
" "CUSTOMER STATES AUTO STOP START IS ON BUT IS NOT FUNCTIONING CORRECTLY, WILL NOT TURN OFF WHEN AT A COMPLETE STOP.

7 + **C * 70FTZRENTCUS SUBLET RENTAL**
RENTAL CUSTOMER PAY

Tech# [REDACTED]

Failure Part [REDACTED]

Failure Code [REDACTED]

Operation [REDACTED] Time [REDACTED]

Tech# [REDACTED]

Failure Part [REDACTED]

Failure Code [REDACTED]

Operation [REDACTED] Time [REDACTED]

Tech# [REDACTED]

Failure Part [REDACTED]

Failure Code [REDACTED]

Operation [REDACTED] Time [REDACTED]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

PROGRAM CODE(S) [REDACTED] APPROVAL CODE OR NO. [REDACTED] COMMITMENT CODE [REDACTED]

REPAIR: [REDACTED]

REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABORS \$ _____ ESTIMATE DOES NOT INCLUDE TAX

BY _____

PERSON TALKED TO _____

PHONE _____ IN PERSON

DATE _____ TIME _____ PHONE

2ND REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABORS \$ _____ ESTIMATE DOES NOT INCLUDE TAX

BY _____

PERSON TALKED TO _____

PHONE _____ IN PERSON

DATE _____ TIME _____ PHONE

DATE INSTALLED [REDACTED] ACCRUED MILEAGE [REDACTED] ORIGINAL R.O NUMBER [REDACTED]

SERVICE HISTORY

DATE	REPAIR	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/01/23	[REDACTED]	61343	6146		99 C 8185 W 9427 W 8317 C 99 C	70FTZFH05E 03FTZ05 08FTZWAR9 05FTZWAR9 80FTZRECALL-CK	IN HOUSE LOANER HEAVY LINE AUTO TRANSMISSION GENERAL REPAIR CHECK FOR RECALLS

S E R V I C E

SALESPERSON NO.

VEHICLE NO. **5LMJJ2LT2KE** YEAR/MAKE/MODEL **19/LINCOLN TRUCK/NAVIGATOR/4DR 4WD** STOCK NO. [REDACTED] LICENSE NO. [REDACTED]

TUCSON, AZ [REDACTED] WARRANTY [REDACTED] DELIVERY DATE [REDACTED] DELIVERY MILES [REDACTED] SELLING DEALER NO. [REDACTED] P.O. DATE **09/07/23**

COLOR [REDACTED] EXPIRATION DATE **03/03/30** EXPIRATION MILES **100,000**

TURBO **Y** MISC. **FOZZ** AIR COND. **Y** P.S. **Y** TRANS. **A** MILEAGE **61,942** ADVISOR NO. **6146** PRODUCTION DATE [REDACTED]

R [REDACTED] TIME RECEIVED **08:12am**

B [REDACTED] LABOR RATE [REDACTED]

DATE/TIME PROMISED **09/08/23 02:00pm** PRIORITY **1**

PRELIMINARY ESTIMATE \$ [REDACTED] ENVIRONMENTAL SURCHARGE

ADVISOR: **PETER QUEZADA**

SIGNED X _____

I hereby authorize the repair work to be done along with the necessary materials. Jim Click Automotive Group and its employees may operate vehicle for the purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount thereto. Jim Click Automotive Group will not be held responsible for lost or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond it's control.

OUR LABOR CHARGE ARE BASED ON A FLATE RATE OR FLAT RATE MANUAL WHICH REFLECTS AN AVERAGE TIME REQUIREMTN FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MY HTEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

IN SERVICE DATE [REDACTED] MILEAGE OUT [REDACTED]

DATE VEHICLE RECEIVE FOR REPAIRS [REDACTED] DATE OWNER NOTIFIED REPAIR COMPLETION [REDACTED]

MO. [REDACTED] DAY [REDACTED] YR [REDACTED] MO. [REDACTED] DAY [REDACTED] YR [REDACTED]

AUTHORIZATION [REDACTED]

JOB LABOR INSTRUCTIONS

8+ **C * 05FTZZ10654-B REPLACE BATTERY** **BATT**

9+ **C * 05FTZZSRS3 front seat belt locked up** **AIRBAG CONCERN**

Tech# [REDACTED]

Failure Part [REDACTED]

Failure Code [REDACTED]

Operation [REDACTED] Time [REDACTED]

Tech# [REDACTED]

Failure Part [REDACTED]

Failure Code [REDACTED]

Operation [REDACTED] Time [REDACTED]

Tech# [REDACTED]

Failure Part [REDACTED]

Failure Code [REDACTED]

Operation [REDACTED] Time [REDACTED]



STATE REG# 2

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

PROGRAM CODE(S) [REDACTED] APPROVAL CODE OR NO. [REDACTED] COMMITMENT CODE [REDACTED]

REPAIR 1 [REDACTED]

REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABORS \$ _____ ESTIMATE DOES NOT INCLUDE TAX

BY _____

PERSON TALKED TO _____

PHONE _____ DATE _____ TIME _____ IN PERSON PHONE

2ND REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABORS \$ _____ ESTIMATE DOES NOT INCLUDE TAX

BY _____

PERSON TALKED TO _____

PHONE _____ DATE _____ TIME _____ IN PERSON PHONE

DATE INSTALLED [REDACTED] ACCRUED MILEAGE [REDACTED] ORIGINAL P.O. NUMBER [REDACTED]

MO. [REDACTED] DAY [REDACTED] YR [REDACTED] NO. TENTHS [REDACTED]

Tag # _____

Est. Time Out _____

1. Previous Service Visit: Yes No

2. Customer Name: _____

3. Address: _____

City: _____ State: _____ Zip Code: _____

Best Contact: Phone Email Text

4. Home Phone #: _____ Work Phone #: _____ Cell Phone #: _____

5. Email: _____

Vin #: _____

6. Year: _____ Make: _____ Model: NADU Mileage: 61940 Color: Blue

7. Prime Concerns:

A. Charging is over heating phone. EST. _____
duplicate on phone, is short

B. ABS LIGHT on and 169
off

C. _____

D. _____

R.N.D. _____

261034
8-7-23
4317

Advisor # _____ Date _____ Time _____

Total: _____

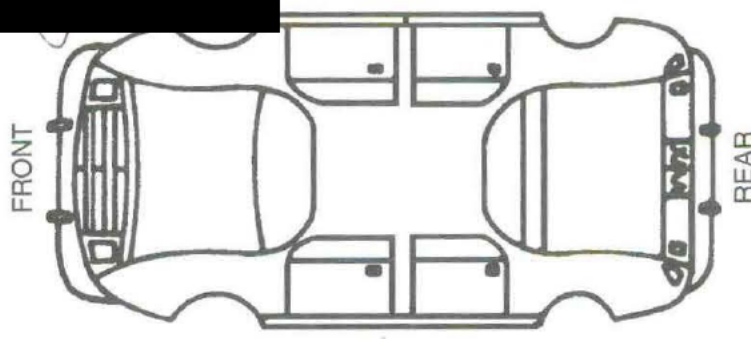
INITIAL AUTHORIZED _____
AUTHORIZED _____ (Signature) DATE: _____

- LIGHTS
- WIPER BLADES
- BATTERY
- LEAKS/LEVELS
- BELTS/HOSES

Thereby authorize the repair with GUARANTEE and DRIVER'S LICENSE
employees permission to operate supplies and environment/hazard charges. I hereby grant you and your
lien is hereby acknowledged where for the purpose of testing and/or inspection. An express mechanic's
charges of loaner vehicles.

I understand that the JIMMY MOVE ALL ARTICLES OF VALUE
Customer Signature: _____ Date: _____
Service Advisor Signature: _____ Date: _____

TIRE MEASUREMENTS
LF _____ RF _____
LR _____ RR _____



License _____ Cust. Initials _____

Actual or "M" Time Request Form

This form must be completed by technician, signed by service manager, and attached to the hardcopy before receiving any "M" time.

RO [REDACTED]

Type of concern:

What extenuating circumstances warrant "M" time:

RHR wireless charging port no labor operation

Any additional relevant comments that help support your time:

Repairing technician *8312*

ASM: *1.4*

ATTENTION BOOKER!

Must be signed by Service Manager

BEFORE paying technician!

Service

Manager

Tuesday, October 31, 2023 | Mileage: 100944 km

Sequence	Action	Start Time	End Time	Resource ID	Technician
1	Network Test	11:45 AM	11:46 AM	JavaNTest	a-mar794
2	Self Test	11:46 AM	11:55 AM	G1906412	a-mar794

Self Test results All CMDTCs Last Updated 11:48:20 AM

Module	Network	DTC	FT	ST	Description	DTC Type	Time Since
ABS	HS2	P05D3	86	28	+ Driver Mode Select Switch 'A' Range/Performance	CMDTC	
ABS	HS2	P05E6	92	28	+ Park Brake Sensor/Switch Circuit Range/Performance	CMDTC	
ABS	HS2	C0020	16	28	+ ABS Pump Motor Control	CMDTC	
ABS	HS2	C0020	49	68	+ ABS Pump Motor Control	CMDTC	
ABS	HS2	U0100	00	68	+ Lost Communication With ECM/PCM 'A'	CMDTC	
ABS	HS2	U0138	00	28	+ Lost Communication with All Terrain Control Module	CMDTC	
ABS	HS2	U3003	16	68	+ Battery Voltage	CMDTC	
ACM	HS3	B1511	13	48	+ Automobile Audio Bus (A2B) Master Node	CMDTC	
APIM	HS1	U3003	16	08	+ Battery Voltage	CMDTC	
ATCM	HS2	Pass				CMDTC	
BCM	HS1	B123A	15	48	+ Left Front Turn Indicator	CMDTC	
BCM	HS1	B123B	11	08	+ Right Front Turn Indicator	CMDTC	
BCM	HS1	B123B	15	48	+ Right Front Turn Indicator	CMDTC	
BCM	HS1	B14E4	01	08	+ Extra Enhanced Exterior Lighting System	CMDTC	
BCM	HS1	B14E5	01	08	+ Left Front Enhanced Exterior Lighting System	CMDTC	
BCM	HS1	B14E7	01	08	+ Right Front Enhanced Exterior Lighting System	CMDTC	
BCMB	MS1	U3006	16	08	+ Control Module Input Power 'A' Circuit/Open	CMDTC	
BECMB	HS1	Pass				CMDTC	
CCM	HS2	Pass				CMDTC	
DACMC	HS3	U3003	16	08	+ Battery Voltage	CMDTC	
DCDC	HS1	Pass				CMDTC	
DCMR	HS1	U3006	16	08	+ Control Module Input Power 'A' Circuit/Open	CMDTC	00:09:00
DDM	MS1	Pass				CMDTC	
DSM	MS1	Pass				CMDTC	
DSP	HS3	U3003	16	08	+ Battery Voltage	CMDTC	
FCIM	MS1	U3003	16	08	+ Battery Voltage	CMDTC	
GFM	HS3	U3003	16	08	+ Battery Voltage	CMDTC	
GSM	HS2	Pass				CMDTC	
GWM	HS2	Pass				CMDTC	
HCM	HS1	Pass				CMDTC	
HSWM	MS1	Pass				CMDTC	
HUD	HS3	U3003	16	08	+ Battery Voltage	CMDTC	01:14:00
IPC	HS3	U3003	16	08	+ Battery Voltage	CMDTC	

IPMA	HS2	U0401	86	28	+ Invalid Data Received from ECM/PCM A	CMDTC	53 days 03:08:00
IPMB	HS2	B115E	31	08	+ Camera Module	CMDTC	
OCSM	HS2	Pass				CMDTC	
PAM	HS1	Pass				CMDTC	
PCM	HS1	P2602	00	2F	+ Coolant Pump 'A' Control Circuit Low	CMDTC	
PCM	HS1	U0199	00	2C	+ Lost Communication With 'Door Control Module A'	CMDTC	
PCM	HS1	U0200	00	2C	+ Lost Communication With 'Door Control Module B'	CMDTC	
PDM	MS1	Pass				CMDTC	
PSCM	HS2	U3003	16	48	+ Battery Voltage	CMDTC	01:12:00
RACM	HS3	U3003	16	2E	+ Battery Voltage	CMDTC	
RBM	MS1	Pass				CMDTC	
RCM	HS2	B0070	13	08	+ Driver Seatbelt Pretensioner 'A' Deployment Control	CMDTC	1623 days 13:49:00
RCM	HS2	B007E	13	08	+ Driver Seatbelt Pretensioner 'C' Deployment Control	CMDTC	1623 days 13:49:00
RCM	HS2	U0112	00	08	+ Lost Communication With Battery Energy Control Modu...	CMDTC	01:12:00
RCM	HS2	U3003	16	08	+ Battery Voltage	CMDTC	1623 days 13:49:00
RGTM	MS1	U3003	16	08	+ Battery Voltage	CMDTC	
RHVAC	MS1	U3003	16	08	+ Battery Voltage	CMDTC	
RTM	MS1	Pass				CMDTC	
SCCM	HS2	B11D9	16	08	+ Vehicle Battery	CMDTC	
SCMB	MS1	Pass				CMDTC	
SCME	MS1	Pass				CMDTC	
SCMG	MS1	Pass				CMDTC	
SCMH	MS1	Pass				CMDTC	
SCMJ	MS1	U3003	16	08	+ Battery Voltage	CMDTC	
SODL	MS1	Pass				CMDTC	
SODR	MS1	Pass				CMDTC	
TBM	HS2	U3003	16	08	+ Battery Voltage	CMDTC	
TCCM	HS2	P0562	00	08	+ System Voltage Low	CMDTC	
TCM	HS1	P2796	00	6D	+ Electric Transmission Fluid Pump Control Circuit	CMDTC	
TCU	HS4	U3003	16	08	+ Battery Voltage	CMDTC	
TRM	MS1	Pass				CMDTC	
VDM	HS2	U3003	16	28	+ Battery Voltage	CMDTC	02:59:00
WACM	HS3	U0184	00	08	+ Lost Communication With Radio	CMDTC	
WACM	HS3	U0253	00	08	+ Lost Communication With Accessory Protocol Interface...	CMDTC	
WACM	HS3	U2100	00	0A	+ Initial Configuration Not Complete	CMDTC	
WACM	HS3	U3003	16	08	+ Battery Voltage	CMDTC	

Self Test results All CMDTCs Last Updated 11:50:32 AM

Self Test results All CMDTCs Last Updated 11:55:14 AM

3	<u>Programmable Module Installation (PMI)</u>	11:51 AM	11:53 AM	G2122606	a-mar794	^ v
---	---	-------------	-------------	----------	----------	--------





CELL: [REDACTED]

CUSTOMER NO.	ADVISOR PETER QUEZADA	TAG NO. 6146	INVOICE DATE 08/16/23
LABOR RATE	LICENSE NO.	MILEAGE 61,343	COLOR
YEAR / MAKE / MODEL 19/LINCOLN TRUCK/NAVIGATOR/4DR 4WD R	DELIVERY DATE	STOCK NO.	DELIVERY MILES
VEHICLE I.D. NO. 5 L M J J 2 L T 2 K E	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	R.O. NO.	R.O. DATE 08/01/23	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 61343

LABOR & PARTS-----
 J# 1 08FTZWAR9 AUTO TRANSMISSION TECH(S):9427 WARRANTY
 C/S CHECK ENGINE LIGHT IS ON AND TRANN IS SHIFTING VERY HARD ON DOWN SHIFT
 road tested and verified concern of transmission shifting clunky at times. i performed visual inspection all looks normal. checked fluid level and condition also normal. i ran oasias and found tsb 23-2250 for this concern. i found vehicle fits into group a for tsb diagnostics. checked for latest software and found ok then self tested and found no transmission related codes. reprogrammed solenoid id and strategy. then cleared transmission shift tables. performed adaptive drive cycle. found concern is not occurring at this time i released vehicle per tsb. mt time punches for no labor ops for solenoid reprogramming and for adaptive drive cycle

PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE-	PRICE-
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 05FTZWAR9 GENERAL REPAIR TECH(S):8317 422.50
 C/S CAR CHARGER IS GETTING VERY HOT WHEN USED AND SO IS PHONE
 verified and checked ssm's and tsb's, none related to customer concern hooked up FDRS and performed self test on all modules no dtc's receivd, performed pinpoint test and found Wireless Accessory Charging Module internally failed recommend replacing, r&r Wireless Accessory Charging Module and performed PMI, good, retested system operations and road tested good

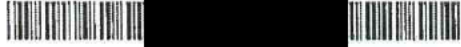
PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE-	PRICE-
JOB # 2	1	LL7Z-19J235-A	MODULE - WIREL	184.99	184.99	184.99
				JOB # 2 TOTAL PARTS		184.99
				JOB # 2 TOTAL LABOR & PARTS		607.49

J# 3 80FTZRECALL-CK CHECK FOR RECALLS TECH(S):99 0.00
 CHECK MANUFACTURER WEBSITE FOR ANY OPEN RECALLS, AND ATTACH REPORT TO HARD COPY. NOTIFY THE CUSTOMER OF ANY OPEN RECALLS FOR MANUFACTURERS OTHER THAN FORD OR LINCOLN. IF NO OPEN RECALLS. CLOSE THE LINE WITH

PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE-	PRICE-
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES-----
 JOB # 2 FREIGHT (PARTS) 10.00
 TOTAL - GOG 10.00

7168



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR PETER QUEZADA	TAG NO. 6146	INVOICE DATE 08/16/23	INDICATE BY [REDACTED]
TUCSON, AZ	LABOR RATE	LICENSE NO. -	MILEAGE 61,343	COLOR /
	YEAR / MAKE / MODEL 19/LINCOLN TRUCK/NAVIGATOR/4DR 4WD R		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5 L M J J 2 L T 2 K E		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O.	R.O. DATE 08/01/23	REPRINT# 1
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: 61343

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----
JOB # A 1E4	FORD EPA FEE	4.00
JOB # A 1SS4	FORD SHOP SUPPLIES	33.80
TOTAL - MISC		37.80

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 APPROVED ADDITIONAL COST OF \$1300.00 FOR TOTAL ESTIMATE OF \$1300.00 (+TAX) ON 08/16/23 AT 01:28p
 BY [REDACTED] FRAZEE COMMENTS

COMMENTS-----
 256-1263 / [REDACTED]
 800-527-3426 / WARRANTY
 LIN# 2
 PARTS 246.81
 TAX 24.71
 LABOR 2.5 X \$ 169.00 = \$ 422.50
 DED \$ 100.00
 \$ 590.78
 EMAIL FEPAyMENTS@ASSURANT.COM

PO# [REDACTED]
 NO POWER TRAIN WARRANTY
 EVERDRIVE WARRANTY / ? / 866-460-1308
 contract # [REDACTED]
 LIN # 1 [REDACTED]

TOTALS-----

* [] CASH [] CHECK CK NO. [] *	TOTAL LABOR....	422.50
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL PARTS....	184.99
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL SUBLET...	0.00
*****	TOTAL G.O.G....	10.00
	TOTAL MISC CHG.	37.80
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	19.38

TOTAL INVOICE \$ 674.67

THANK YOU FOR YOUR BUSINESS!!

The Tuttle-Click Automotive Group would like your permission to contact you using the phone number that you provided. BY SIGNING THIS FORM, YOU AGREE TO RECEIVE AUTOMATED TEXTS AND/OR PRE-RECORDED VOICE MESSAGES AT THE NUMBER PROVIDED de relevant Sales, Service, l information.



VIN 5LMJJ2LT2KE [REDACTED] ODOMETER 00061942 CUSTOMER [REDACTED] [REDACTED]
YR/MDL 19 NAVIGATOR
ADV: 6146

-----OASIS RESULT:-----

-----Vehicle Information-----

VEHICLE DESCRIPTION	BODY STYLE	ENGINE
2019 Lincoln NAVIGATOR	Regular Wagon	3.5L V6 GTDI
TRANSMISSION	AXLE CODE	ENGINE CALIBRATION
10 Speed Auto Transmission (103L		KT89URNA
PAINT COLOR	RADIO	GROSS VEHICLE WEIGH
PT BLUE METALLIC		7720 LB. GVW
AXLE RATIO	WHEEL SIZE	TIRE
3.73 FINAL DRIVE RATIO		P285/45R22 110H A/S
WHEEL BASE		
SYNC VERSION GEN3		
VHR ACTIVATED		

-----WARNING MESSAGES-----

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY

-----GENERAL WARRANTY INFORMATION-----

WARRANTY START DATE	BUILD DATE	SALE LEASE
10/11/2019	05/21/2019	

-----OUTSTANDING FIELD SERVICE ACTIONS-----

NUMBER 22M03
REPLACE FRONT AND OR SIDE CAMERAS IF FOGGY

-----EXTENDED COVERAGES-----

0968 EXPIRED
STANDARD DEDUCTIBLE: 0 USD
OWNER NAME: VALUED LINCOLN CUSTOMER
OPTIONS:
EXPIRATION DATE: 10/11/2023
DISTANCE: 51000
RENTAL: 0 UP TO 0 DAYS
TOWING: 0 USD
CONTRACT SOLD BY: USA 40951
ESP CONTRACT START DATE: 10/11/2019

-----WARRANTY REPAIR HISTORY-----

REPAIR DATE: 08/17/2023
DEALER: Jim Click Ford Lincoln
WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 000061464M
PART NUMBERPART DESCRIPTIONQUANTITYLABOR OPCONDITION CODECONDITION DESC
HL3Z 6M280 A 001
CASUAL PART: 6M280 VERIFY CONCERN. P0018 AND P0020 PRESENT. ALSO NOTE
LOUD RATTLE NOISE PRESENT ON COLD START. CHECKED OASIS AND FOUND SSM 5
0067. CYCLED BANK 2 INTAKE VCT SOLENOID 10 TIMES PER SSM. RETESTED VEH
ICLE STILL IDLING ROUGH. PERFORM PPT HK. HK1: YES, P0018 PRESENT HK10:
YES, VCT PID READS CLOSE TO 0 HK11: NO, VCT SHOWS NO MOVEMENT HK13: N
O, VCT SHOWS NO MOVEMENT HK14: NO, OIL PRESSURE WI
REPAIR DATE: 08/17/2023
DEALER: Jim Click Ford Lincoln

VIN 5LMJJZLT2KE [REDACTED] ODOMETER 00061942 CUSTOMER [REDACTED] [REDACTED]
YR/MDL 19 NAVIGATOR
ADV: 6146

WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 000061464M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
PM 4 A		001			
OSP		001			
ZC 30 A		001			
ZC 31 B		001			
ZC 20		001			
HL3Z 6279 B		004			
HL3Z 6A340 A		001			
ML3Z 6584 G		001			
HL3Z 6584 A		001			
XW4Z 6700 AA		001			
BR3Z 8527 A		001			
HL3Z 8507 D		001			
HL3Z 8527 B		001			
HL3Z 8590 A		001			
HL3Z 8507 A		001			
AA5Z 9E583 A		001			
W503275 S437		001			
W503280 S437		001			
W714498 S900		002			
VQ 13 G		001			
AA5Z 6714 A		001			
XO 5W30 QSP		006			
OSP		001			
OSP		001			
TA 357		001			
ML3Z 6C525 A		002			
ML3Z 6256 A		002			

VERIFY CONCERN. TRACE NOISE TO VCT PHASERS. TSB 23-2143 APPLIES. REPLACE ALL 4 VCT PHASERS PER TSB DRAIN COOLING SYSTEM AND OIL. REMOVE INTAKE MANIFOLD, CAC TUBES, VALVE COVERS AND FRONT COVER. REMOVE TIMING CHAINS AND VCT PHASERS. INSTALL NEW PHASERS AND REINSTALL TIMING CHAINS. REINSTALL FRONT COVER, VALVE COVERS, CAC TUBES AND INTAKE MANIFOLD MAKING SURE TO REPLACE ALL NECESSARY ONE TIME USE H

REPAIR DATE: 08/01/2023

DEALER: Jim Click Ford Lincoln

WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 000061343M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
7A100		000			

CASUAL PART: 7A100 road tested and verified concern of transmission shifting clunky at times. i performed visual inspection all looks normal. checked fluid level and condition also normal. i ran oasis and found tsb 23-2250 for this concern. i found vehicle fits into group a for tsb diagnostics. checked for latest software and found ok then self tested and found no transmission related codes. rep

VIN 5LMJJ2LT2K[REDACTED] ODOMETER 00061942 CUSTOMER [REDACTED] [REDACTED]
YR/MDL 19 NAVIGATOR
ADV: 6146

REPAIR DATE: 04/05/2023

DEALER: Jim Click Ford Lincoln

WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 000058246M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
6M280		000			

CASUAL PART: 6M280 EEC TEST P0018 P0021 CAM SHAFT CODES road tested v ehicle and verified concern of cel light on i attached ids and self te sted. i found codes p0018 and p0021 both codes related to bank 2 a cam shaft position concern. i ran oasis and found ssm 50067 for this conce rn. ssm states to wire the vct solenoid directly to the battery with f used jumper to cycle the vct actuators to clear co

REPAIR DATE: 04/05/2023

DEALER: Jim Click Ford Lincoln

WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 000058246M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
RENTAL		000			

AGREEMENT: A1837 530 VIEW UNIT 2022 FORD EXPLORER XLT VIN: 1FMSK8DH6NG [REDACTED] 11 DAYS

REPAIR DATE: 04/05/2023

DEALER: Jim Click Ford Lincoln

WARRANTY CLAIM NUMBER: [REDACTED] ODOMETER: 000058246M

PART NUMBER	PART DESCRIPTION	QUANTITY	LABOR OP	CONDITION CODE	CONDITION DESC
XT 12 QULV		006			
JL1Z 7Z490 C		001			
7Z490		000			

CASUAL PART: 7Z490 upon road testing i found trans shift fault light on and neutral out concern. i attached ids and self tested pcm and fou nd code p07e6 for transmission stuck in park. i ran oasis and found ts b 22-2145 for this concern. i removed transmission valve body and elec tric pump per tsb and inspected parking pawl system and found nothing abnormal. replaced separator plate per tsb. cleare

-----SYMPTOM CODE INFORMATION-----

***** Important Additional Information

-----SPECIAL SERVICE MESSAGES-----

THERE ARE NO SSMS FOR SYMPTOM ENTERED

-----TECHNICAL SERVICE BULLETINS-----

THERE ARE NO TSBS FOR SYMPTOM ENTERED

-----END OF OASIS REPORT FOR 5LMJJ2LT2K [REDACTED]-----

CASE NUMBER: CAS- [REDACTED] STATUS: Resolved
OPEN: 11-17-2023 CLOSED: 11-21-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Client Roadside Outreach COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Retailer Capacity |
DEALER NAME: Casa Lincoln
PA CODE: 20455 DLR SALES CODE: 67141 REGION: WE ZONE: WEG
VIN: 5LMJJ3LT1KE [REDACTED] MODEL YEAR: 2019 MODEL: NAVIGATOR MILEAGE: 47,475
BODY STYLE: J3L - NAVIGATOR L 4X4 4DR RESERVE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Safe & Secure | Seat Belt | Front Passenger | Retraction
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: Rachelle Lewis
COMMENTS:
2023-11-17 15:12:04

CSM Rachelle Lewis EXT 77859 OBC to the RTL9157792272
Spoke to: SA Claudia adv veh should be diagnosed by Monday.

CLT Name/Phone: [REDACTED]
VIN:
Mileage: 47475
RO#: [REDACTED]
Service Advisor: Jose
Is the veh still there?: Yes
Concern: popping noise passenger side/air bag light, passenger seatbelt wont retract
Has a tech assigned?: yes
Diagnosed/Time Range: 2-3 days
CLT in loaner Y/N: No

Next steps: f/u /w rtl on veh diagnosis, engage clt? 11/21

2023-11-21 17:43:18

CSM Rachelle Lewis EXT 77859 OBC to the RTL9157792272
Spoke to: Lm w/ SA Jose for update on clt's veh repair. Email isJoseborunda@casaford.com.
Next steps: f/u w/ clt on repair update 11/21

2023-11-21 17:46:36

CSM Rachelle Lewis EXT 77859 Email To RTLJoseborunda@casaford.com
Hello Jose,
I hope this email finds you well. I am reaching out to you on behalf of our mutual client, [REDACTED] I am needing to get an update on this vehicle repair. Has this vehicle been diagnosed?
VIN: 5LMJJ3LT1KE [REDACTED]
Clt contact: [REDACTED]

Thank you,

Next steps: f/u w/ rtl/clt on repair update 11/21

2023-11-21 20:12:50

CSM Rachelle Lewis EXT 77859 OBC to the RTL9157792272
Spoke to: SA Jose adv veh has not yet been diagnosed. Based off shop traffic, hoping it will be diagnosed by next Monday. More than likely but cannot guarantee.

Next steps: close case shop capacity.

2023-11-21 20:15:32

Closing case due to shop capacity and veh no firm eta on veh diagnosis.

CASE ATTACHMENTS:

CASE NUMBER: CAS- [REDACTED] STATUS: Information Provided
OPEN: 07-23-2023 CLOSED: 07-24-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION: Phone
CASE CLASS LV 1234: Vehicle Concern | Repair Assistance | Has not been to dealer |
DEALER NAME: Covert Lincoln
PA CODE: 04437 DLR SALES CODE: 67162 REGION: C2 ZONE: C2C
VIN: 5LMJJ2LT2KE [REDACTED] MODEL YEAR: 2019 MODEL: NAVIGATOR MILEAGE: 42,000
BODY STYLE: J2L - NAVIGATOR 4X4 4DR RESERVE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | TX | | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Safety belt | Inoperative
ANALYST NAME: Pearl Campbell OPEN ANALYST NAME: Pearl Campbell

COMMENTS:

- 2023-07-23 22:29:06 CLT SAYS: CLT stated he heard a loud noise while driving and he smelled a burning smell. CLT stated that the airbag and sign for ABS also came on. CLT stated he purchased his vehicle 3 months ago and needs a loaner and appt. PER CLT DLR SAYS: N/A CSM ADVISED: CSM advised she will call DLR when she is in tomorrow to get info on availability and loaner. CMS advised it is up to DLR for info. NEXT STEPS: Email CLT
- 2023-07-23 22:30:22 Pearl x 76338 OBE to CLT [REDACTED] >> Hi Mr. [REDACTED] I wanted to make sure you have my contact information. I look forward to speaking to you tomorrow. Thank you for being apart of the Lincoln family. Next Steps: Contact DLR for CLT appt and loaner
- 2023-07-24 19:23:22 Pearl x 76338 OBC to DLR 5123454343>> CSM made 8 attempts to reach service for CLT to get availability. Next Steps: Contact CLT
- 2023-07-24 21:20:53 Pearl x 76338 OBC to CLT [REDACTED] CSM left CLT a vm advising that she has made attempts to reach DLR. CSM advised CLT that she left a voicemail for the DLR to give CLT a call with appt details with loaner. Next Steps: Email CLT before closing the case
- 2023-07-24 21:33:05 Pearl x 76338 IBE from CLT [REDACTED] >> Hi Mr. [REDACTED] How did it go at the dealership? Unfortunately, I was unable to reach someone to get availability for an appointment and a loaner. My apologies, I called and left several voicemails. Were you able to stop by? Pearl x 76338 IBE from CLT [REDACTED] >> Hi Pearl, Any update with Covert Lincoln? Did you speak to them about my vehicle service and loaner? Kindly advise.
- 2023-07-24 21:35:04 Pearl x 76338 IBC from CLT [REDACTED] Spoke to: Mr. [REDACTED] CLT stated he was stopping by DLR to speak to them face to face. CLT thanked CSM for help. CSM advised she did reach out to DLR several times and was unsuccessful. Next Steps: Close case.

CASE ATTACHMENTS:

CASE NUMBER: CAS [REDACTED] STATUS: Resolved
OPEN: 07-25-2023 CLOSED: 08-01-2023 BUSINESS UNIT NAME: Ford
RESPONSE TEAM: Lincoln Concierge NA CRC COMMUNICATION:
CASE CLASS LV 1234: Dealer - Vehicle Concern | CSM Assistance Request | Financial Assistance - VehPay; ConExp; Refund |
DEALER NAME: Bozard Ford
PA CODE: 04921 DLR SALES CODE: 24413 REGION: S3 ZONE: S3C
VIN: 5LMJJ3LT2KE [REDACTED] MODEL YEAR: 2019 MODEL: NAVIGATOR MILEAGE: 78,088
BODY STYLE: J3L - NAVIGATOR L 4X4 4DR RESERVE
LAST NAME FIRST NAME MIDDLE: | |
ADDRESS:
CITY STATE ZIP COUNTRY: | FL | | USA
HOME PHONE:
SYMPTOMS: Driver Aides & Information | Warning Indicators/Messages/Chimes | Airbag | Stays On
ANALYST NAME: # fordprodprojectadvocate OPEN ANALYST NAME: SYSTEM

COMMENTS:

2023-07-25 14:18:31 LTV 99 WSD 4/29/2019 4 years/ 2 months Subsequent Owner Mileage 78,088 Rtl note- AIRBAG LIGHT COMING ON. CONFIRMED CUSTOMER COMPLAINT. SELF TEST B007F:13. PERFORM PPT A FOR DTC. FOUND SEATBELT RETRACTOR FAILED. Part # KL7Z7806024AA Repair: RO #: [REDACTED] RO Open Date: 7/19/2023 RO Mileage: 78,088 Line: 07 Parts \$1863.34 Labor \$640.35 Total \$2503.69 Client \$1250.00 (50%) Lincoln \$1253.69 (50%) NEXT STEPS- EMAIL RTL

2023-07-25 14:19:37 OBE TO THE RTL "Crystal Garrison" Hi Crystal, I hope all is well with you, I can assist you with 50% of this repair, Lincoln \$1253.69 (50%), client pay \$1250.00 (50%). Repair: RO #: [REDACTED] RO Open Date: 7/19/2023 RO Mileage: 78,088 Line: 07 Parts \$1863.34 Labor \$640.35 Total \$2503.69 Client \$1250.00 (50%) Lincoln \$1253.69 (50%) Sincerely, Amanda Eldridge Concierge Service Manager Lincoln Customer Relationship Center Phone: 888-214-2155 ext: 77950 | eFax: 866-984-5190

2023-08-01 13:15:35 OBE TO THE RTL Crystal Garrison Hi Crystal, I hope all is well with you, I have been waiting to hear from you about this case I can assist you with 50% of this repair, Lincoln \$1253.69 (50%), client pay \$1250.00 (50%) please let me know if client accepts offering, this offer is good for 30 days and I can re-open this case by 9/1/2023. I will be closing this case for now due to no reply. Repair: RO #: [REDACTED] RO Open Date: 7/19/2023 RO Mileage: 78,088 Line: 07 Parts \$1863.34 Labor \$640.35 Total \$2503.69 Client \$1250.00 (50%) Lincoln \$1253.69 (50%) Sincerely, Amanda Eldridge Concierge Service Manager Lincoln Customer Relationship Center Phone: 888-214-2155 ext: 77950 | eFax: 866-984-5190

2023-08-01 13:16:43 NEXT STEPS- CSM CLOSE CASE/ CSM WAITNG TO SEE IF CLIENT ACCEPTS OFFERING. 50/50 SPLIT/ CSM CAN -REOPEN CASE BY 9/1/2023

2023-08-01 13:40:43 ibe from the rtl Crystal Garrison Yes we did accept. I think the ticket will close out in the next couple days. Thank you! Crystal Garrison Comm & Mobile Service Manager Bozard Ford Lincoln (904) 824-1641

2023-08-01 13:42:15 OBE TO THE RTL Crystal Garrison Repair: RO #: [REDACTED] RO Open Date: 7/19/2023 RO Mileage: 78,088 Line: 07 Parts \$1863.34 Labor \$640.35 Total \$2503.69 Client \$1250.00 (50%) Lincoln \$1253.69 (50%) p11= MSPA010879 Sincerely, Amanda Eldridge Concierge Service Manager Lincoln Customer Relationship Center Phone: 888-214-2155 ext: 77950 | eFax: 866-984-5190

2023-08-01 13:42:27 NEXT STEPS- CSM CLOSE CASE

CASE ATTACHMENTS: